

Department of Health & Human Services
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop N2-20-16
Baltimore, Maryland 21244-1850



Office of Strategic Operation and Regulatory Affairs/Freedom of Information Group
Refer to Control Number: 122020137058

February 1, 2017

VIA HAND DELIVERY

Mr. William F. Marshall
Judicial Watch
425 Third Street, S.W.
Suite 800
Washington, D.C. 20024

Dear Mr. Marshall:

This is the Fifteenth Interim response to your December 20, 2013, Freedom of Information Act (FOIA) request addressed to the CMS FOIA Officer, Centers for Medicare & Medicaid Services (CMS), Freedom of Information Group. Your request sought access to the following records:

Any and all records related to, regarding or in connection with the security of the healthcare.gov web portal including, but not limited to, studies, memoranda, correspondence, electronic communications (emails), and slide presentations from January 1, 2012 to the present date.

On June 13, 2014, you modified the scope of your FOIA request to exclude records consisting of lines of computer code and records that would otherwise leave the HealthCare.gov website vulnerable to attack if released to the public. You emphasized that this modification covers technical documents only, and that HHS records merely stating or generally discussing the existence of a potential problem with the website were still within the parameters of your request.

In this Interim Response we have processed a total of Twelve Hundred Seventeen (1217) pages. Two Hundred Ninety-Two (292) pages are released in full, Seven Hundred Ninety-Eight (798) pages are released in part, Twenty (20) pages are withheld in full, and Eleven (11) pages are blank. Eleven Hundred Twenty-One (1121) of these pages are enclosed and have been bates numbered. The Eight Hundred Eighteen (818) pages that have been redacted either in full or in part contain material that is either: 1) within the scope of the June 13, 2014 modification of your request, and therefore considered non-responsive to your request; 2) exempt from disclosure pursuant to Exemption 4, protection of confidential business information 3) exempt from disclosure pursuant to the deliberative process privilege of Exemption 5, or 4) exempt from disclosure pursuant to Exemption 6, personal privacy protection.

FOIA Exemption 4 permits a Federal agency to withhold information that is in the nature of "trade secrets and commercial or financial information obtained from a person [that is] privileged or confidential." For the purposes of Exemption 4, information may be considered confidential if its release is likely to cause substantial competitive harm to the submitter of the information.

Mr. William F. Marshall
Page Two

Exemption b(5), Deliberative Process Privilege: FOIA Exemption 5 permits a federal agency to withhold inter-agency or intra-agency memorandums or letters which would not be available by law to a party other than an agency in litigation with an agency.

Exemption 6, FOIA Exemption 6 permits a federal agency to withhold information about individuals in "personnel and medical files and similar files" when the disclosure of such information "would constitute a clearly unwarranted invasion of personal privacy."

In addition, Ninety-Six (96) pages processed by CMS will be sent for consultation with other federal entities. Once this consultation is complete, any reasonably segregable portions thereof that is responsive to your request and not exempt from disclosure under the FOIA will be provided to you.

Please be advised that CMS's review of records which may be responsive to your modified request remains active and ongoing. As additional responsive records are reviewed, CMS will promptly release all non-exempt records that are responsive to your request.

Sincerely yours,

A handwritten signature in black ink that reads "Hugh Gilmore". The signature is fluid and cursive, with the first name "Hugh" and last name "Gilmore" clearly distinguishable.

Hugh Gilmore
Director
Freedom of Information Group

Enclosure (1121 pages)

Message

From: Linares, George E. (CMS/OIS); [NotResp]
[NotResp]
Sent: 9/16/2013 5:07:26 PM
To: Vignesh Srinivasan [vsrinivasan@qssinc.com]; Girish Shetty [gshetty@qssinc.com]; Krishnamoorthi Ganesan [kganesan@qssinc.com]; Richardson, Marc D. (CMS/OIS); [NotResp]
[NotResp] CMS - [NotRe] CMS Team [NotResp]
[NotResp]
Carter, Cathy T. (CMS/OIS); [NotResp]
[NotResp]
CC: [NotRes] Team_Leads [NotRe] eamLeads@qssinc.com; Yuri Radams [yradams@qssinc.com]; Michael Finkel [mfinkel@qssinc.com]; 'pardha.reddy@oracle.com' [pardha.reddy@oracle.com]; 'Amit.jasuja@oracle.com' [Amit.jasuja@oracle.com]; 'clayton.donley@oracle.com' [clayton.donley@oracle.com]; Amy Walker [agwalker@qssinc.com]; Sharath Kamarapu [skamarapu_con@qssinc.com]; Bikram Bakshi [bbakshi@qssinc.com]; Kovilvenni Ramaswamy [kramaswamy@qssinc.com]
Subject: RE: Update on [NotRe] AM Production issue ...

All,
It looks like the numbers of login errors are up again – in the 16% range. What's the CPU utilization percentage for the Recon jobs look like? Is it still less than 10%?

If the Recon job still in the low end of CPU utilization, can we surmise that there are other variables impacting the login error rate and do we know what those may be?

Thanks

George Linares

Acting Chief Technology Officer

Centers for Medicare & Medicaid Services (CMS)

☎ 410.786.2866 ✉ george.linares@cms.hhs.gov

7500 Security Blvd., N3-15-25

Baltimore, MD 21244-1850

Need more information? Visit [the OIS website](#).

From: Vignesh Srinivasan [mailto:vsrinivasan@qssinc.com]
Sent: Monday, September 16, 2013 12:58 PM
To: Girish Shetty; Krishnamoorthi Ganesan; Linares, George E. (CMS/OIS); Richardson, Marc D. (CMS/OIS); CMS - [NotRes]
CMS Team; Carter, Cathy T. (CMS/OIS)
Cc: [NotRes] Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'; Amy Walker; Sharath Kamarapu; Bikram Bakshi; Kovilvenni Ramaswamy
Subject: RE: Update on [NotResp] AM Production issue ...

12:30PM ET updates attached.

Thanks,

Vignesh Srinivasan

[NotResp] Operations Lead, QSSI

(O) 301-977-7884 x 789/337

(c) (b)(6)

From: Vignesh Srinivasan
Sent: Monday, September 16, 2013 11:52 AM
To: Girish Shetty; Krishnamoorthi Ganesan; 'Linares, George E. (CMS/OIS)'; Marc Richardson; 'CMS - EIDM CMS Team'; 'Carter, Cathy T. (CMS/OIS)'
Cc: [NotResp] Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'; Amy Walker; Sharath Kamarapu; Bikram Bakshi; Kovilvenni Ramaswamy
Subject: RE: Update on [NotResp] AM Production issue ...

PFA...

Thanks,

Vignesh Srinivasan

[NotResp] Operations Lead, QSSI

(O) 301-977-7884 x 789/337

(c) [NotResp] (b)(6)

From: Vignesh Srinivasan
Sent: Monday, September 16, 2013 10:20 AM
To: Girish Shetty; Krishnamoorthi Ganesan; 'Linares, George E. (CMS/OIS)'; Marc Richardson; 'CMS - [NotResp] CMS Team'; 'Carter, Cathy T. (CMS/OIS)'
Cc: [NotResp] Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'; Amy Walker; Sharath Kamarapu; Bikram Bakshi; Kovilvenni Ramaswamy
Subject: RE: Update on [NotResp] AM Production issue ...

Update @ 10:20AM ET... Next Update will be at 11:30AM ET

Date	Time (Next one hour)	# Login attempts	# Login Read Time Error	[NotResp]						
				[NotResp] Query Response s (less than 1 second)	Query Response s (between 1 and 2 seconds)	Query Response s (between 2 and 3 seconds)	Query Response s (between 3 and 4 seconds)	Query Response s (between 5 and 8 seconds)	Query Response s (between 8 and 16 seconds)	Query Response s (exceeding 16 seconds)
9/11/2013	8:00	423	30	155343	88	7	125	383	0	0
9/11/2013	9:00	807	108	200504	264	29	6	1235	0	0
9/11/2013	10:00	1002	79	185196	431	81	13	1555	0	0
9/11/2013	11:00	1080	99	258269	411	69	7	1683	0	0
9/11/2013	12:00	842	126	147582	263	30	0	1173	0	0

9/11/2013	13:00	905	65	156448	328	49	1	1408	0	0
9/11/2013	14:00	972	70	165462	230	43	205	1008	0	0
9/11/2013	15:00	981	116	185492	231	45	233	1084	0	0
9/11/2013	16:00	759	99	189632	177	22	153	781	0	0
9/11/2013	17:00	599	55	187876	209	37	334	670	0	0
9/11/2013	18:00	471	27	123948	83	9	355	240	0	0
9/11/2013	19:00	513	37	68218	54	7	282	140	0	0
9/11/2013	20:00	647	43	36272	20	0	211	0	0	0
9/12/2013	08:00	381	55	99372	58	5	236	164	0	0
9/12/2013	09:00	730	64	250079	275	54	489	757	0	0
9/12/2013	10:00	765	77	279332	403	121	288	1182	0	0
9/12/2013	11:00	725	286	214987	351	14	433	1141	0	0
9/12/2013	12:00	855	201	178956	306	19	483	1019	0	0
9/12/2013	13:00	834	207	156786	325	71	293	1078	0	0
9/12/2013	14:00	988	161	167538	481	104	346	1180	0	0
9/12/2013	15:00	896	132	179654	445	118	541	1001	0	0
9/12/2013	16:00	677	280	112876	298	52	375	861	0	0
9/12/2013	17:00	572	174	88465	207	51	470	437	0	0
9/12/2013	18:00	453	35	67453	87	6	395	219	0	0
9/12/2013	19:00	329	52	31745	43	3	217	80	0	0
9/12/2013	20:00	541	81	18563	49	5	212	46	0	0
9/12/2013	21:00	732	69	19836	20	3	120	15	0	0
9/13/2013	8:00	271	33	38102	48	2	332	116	0	0

3										
9/13/201										
3	9:00	600	61	104170	182	43	413	633	0	0
9/13/201	10:0									
3	0	725	71	115453	361	92	259	1430	0	0
9/13/201	11:0									
3	0	763	41	140588	300	75	334	1075	0	0
9/13/201	12:0									
3	0	673	90	128153	332	55	325	947	0	0
9/13/201	13:0									
3	0	628	77	156394	240	42	287	897	0	0
9/13/201	14:0									
3	0	100	27	1573894	404	108	364	0	0	0
9/13/201	15:0									
3	0	654	9	104876	389	74	323	0	0	0
9/13/201	16:0									
3	0	502	6	131947	229	47	346	0	0	0
9/13/201	17:0									
3	0	448	32	157863	268	26	654	0	0	0
9/13/201	18:0									
3	0	311	13	66493	120	18	602	0	0	0
9/13/201	19:0									
3	0	292	10	97364	34	0	294	0	0	0
9/13/201	20:0									
3	0	356	18	139836	60	12	507	0	0	0
9/13/201	21:0									
3	0	370	17	34897	3	0	286	0	0	0
9/14/201										
3	8:00	102	33	38102	48	2	332	0	0	0
9/14/201										
3	9:00	240	61	104170	182	43	413	0	0	0
9/14/201	10:0									
3	0	250	71	115453	361	92	259	0	0	0
9/14/201	11:0									
3	0	763	41	140588	300	75	334	0	0	0
9/14/201	12:0									
3	0	673	90	128153	332	55	325	0	0	0
9/14/201	13:0									
3	0	628	77	156394	240	42	287	0	0	0
9/14/201	14:0									
3	0	102	27	1573894	404	108	364	0	0	0
9/14/201	15:0									
3	0	408	9	104876	389	74	323	0	0	0
9/14/201	16:0									
3	0	492	6	131947	229	47	346	0	0	0

9/14/2013	17:00	435	32	157863	268	26	654	0	0	0
9/14/2013	18:00	308	13	66493	120	18	602	0	0	0
9/14/2013	19:00	296	10	97364	34	0	294	0	0	0
9/14/2013	20:00	356	18	139836	60	12	507	0	0	0
9/14/2013	21:00	370	17	34897	3	0	286	0	0	0
9/15/2013	8:00	156	38	8093	0	0	0	0	0	0
9/15/2013	9:00	188	15	11932	2	0	0	0	0	0
9/15/2013	10:00	183	13	12254	9	1	0	0	0	0
9/15/2013	11:00	153	16	12302	3	0	0	0	0	0
9/15/2013	12:00	110	2	12350	9	0	0	0	0	0
9/15/2013	13:00	157	24	139744	8	0	0	0	0	0
9/15/2013	14:00	105	28	12270	9	1	0	0	0	0
9/15/2013	15:00	126	19	21572	4	0	0	0	0	0
9/15/2013	16:00	177	25	22892	3	0	0	0	0	0
9/15/2013	17:00	185	0	20665	6	0	0	0	0	0
9/15/2013	18:00	152	0	18765	9	0	0	0	0	0
9/15/2013	19:00	171	35	22347	2	0	0	0	0	0
9/15/2013	20:00	156	38	22256	0	0	0	0	0	0
9/15/2013	21:00	188	15	25673	0	0	0	0	0	0
9/16/2013	8:00	375	25	66186	906	12	11	0	0	0

Thanks,

Vignesh Srinivasan

NotResp Operations Lead, QSSI

(O) 301-977-7884 x 789/337

(c) (b)(6)

From: Vignesh Srinivasan**Sent:** Monday, September 16, 2013 7:09 AM**To:** Girish Shetty; Krishnamoorthi Ganesan; 'Linares, George E. (CMS/OIS)'; Marc Richardson; 'CMS - EIDM CMS Team'; 'Carter, Cathy T. (CMS/OIS)'**Cc:** NotResp Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'; Amy Walker; Sharath Kamarapu; Bikram Bakshi; Kovilvenni Ramaswamy**Subject:** RE: Update on NotResp AM Production issue ...

Updates as of 9/15 9:00PM below...

Thanks,

Vignesh Srinivasan

NotResp Operations Lead, QSSI

(O) 301-977-7884 x 789/337

(c) 301-646-4922

From: Vignesh Srinivasan**Sent:** Monday, September 16, 2013 7:08 AM**To:** Girish Shetty; Krishnamoorthi Ganesan; 'Linares, George E. (CMS/OIS)'; Marc Richardson; 'CMS - EIDM CMS Team'; 'Carter, Cathy T. (CMS/OIS)'**Cc:** NotResp Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'; Amy Walker; Sharath Kamarapu; Bikram Bakshi**Subject:** RE: Update on NotResp AM Production issue ...

Date	Time (Next one hour)	# Login attempts	# Logins Read Time out Error	NotResp						
				NotResp Query Response s (less than 1 second)	Query Response s (between 1 and 2 seconds)	Query Response s (between 2 and 3 seconds)	Query Response s (between 3 and 4 seconds)	Query Response s (between 5 and 8 seconds)	Query Response s (between 8 and 16 seconds)	Query Response s (exceedin g 16 seconds)
9/11/2013	8:00	423	30	155343	88	7	125	383	0	0
9/11/2013	9:00	807	108	200504	264	29	6	1235	0	0
9/11/2013	10:00	1002	79	185196	431	81	13	1555	0	0
9/11/2013	11:00	1080	99	258269	411	69	7	1683	0	0
9/11/2013	12:00	842	126	147582	263	30	0	1173	0	0

9/11/2013	13:00	905	65	156448	328	49	1	1408	0	0
9/11/2013	14:00	972	70	165462	230	43	205	1008	0	0
9/11/2013	15:00	981	116	185492	231	45	233	1084	0	0
9/11/2013	16:00	759	99	189632	177	22	153	781	0	0
9/11/2013	17:00	599	55	187876	209	37	334	670	0	0
9/11/2013	18:00	471	27	123948	83	9	355	240	0	0
9/11/2013	19:00	513	37	68218	54	7	282	140	0	0
9/11/2013	20:00	647	43	36272	20	0	211	0	0	0
9/12/2013	08:00	381	55	99372	58	5	236	164	0	0
9/12/2013	09:00	730	64	250079	275	54	489	757	0	0
9/12/2013	10:00	765	77	279332	403	121	288	1182	0	0
9/12/2013	11:00	725	286	214987	351	14	433	1141	0	0
9/12/2013	12:00	855	201	178956	306	19	483	1019	0	0
9/12/2013	13:00	834	207	156786	325	71	293	1078	0	0
9/12/2013	14:00	988	161	167538	481	104	346	1180	0	0
9/12/2013	15:00	896	132	179654	445	118	541	1001	0	0
9/12/2013	16:00	677	280	112876	298	52	375	861	0	0
9/12/2013	17:00	572	174	88465	207	51	470	437	0	0
9/12/2013	18:00	453	35	67453	87	6	395	219	0	0
9/12/2013	19:00	329	52	31745	43	3	217	80	0	0
9/12/2013	20:00	541	81	18563	49	5	212	46	0	0
9/12/2013	21:00	732	69	19836	20	3	120	15	0	0
9/13/2013	8:00	271	33	38102	48	2	332	116	0	0

3										
9/13/201										
3	9:00	600	61	104170	182	43	413	633	0	0
9/13/201	10:0									
3	0	725	71	115453	361	92	259	1430	0	0
9/13/201	11:0									
3	0	763	41	140588	300	75	334	1075	0	0
9/13/201	12:0									
3	0	673	90	128153	332	55	325	947	0	0
9/13/201	13:0									
3	0	628	77	156394	240	42	287	897	0	0
9/13/201	14:0									
3	0	100	27	1573894	404	108	364	0	0	0
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3	0	654	9	104876	389	74	323	0	0	0
9/13/201	16:0									
3	0	502	6	131947	229	47	346	0	0	0
9/13/201	17:0									
3	0	448	32	157863	268	26	654	0	0	0
9/13/201	18:0									
3	0	311	13	66493	120	18	602	0	0	0
9/13/201	19:0									
3	0	292	10	97364	34	0	294	0	0	0
9/13/201	20:0									
3	0	356	18	139836	60	12	507	0	0	0
9/13/201	21:0									
3	0	370	17	34897	3	0	286	0	0	0
9/14/201										
3	8:00	102	33	38102	48	2	332	0	0	0
9/14/201										
3	9:00	240	61	104170	182	43	413	0	0	0
9/14/201	10:0									
3	0	250	71	115453	361	92	259	0	0	0
9/14/201	11:0									
3	0	763	41	140588	300	75	334	0	0	0
9/14/201	12:0									
3	0	673	90	128153	332	55	325	0	0	0
9/14/201	13:0									
3	0	628	77	156394	240	42	287	0	0	0
9/14/201	14:0									
3	0	102	27	1573894	404	108	364	0	0	0
9/14/201	15:0									
3	0	408	9	104876	389	74	323	0	0	0
9/14/201	16:0									
3	0	492	6	131947	229	47	346	0	0	0

9/14/201	17:0									
3	0	435	32	157863	268	26	654	0	0	0
9/14/201	18:0									
3	0	308	13	66493	120	18	602	0	0	0
9/14/201	19:0									
3	0	296	10	97364	34	0	294	0	0	0
9/14/201	20:0									
3	0	356	18	139836	60	12	507	0	0	0
9/14/201	21:0									
3	0	370	17	34897	3	0	286	0	0	0
9/15/201										
3	8:00	156	38	8093	0	0	0	0	0	0
9/15/201										
3	9:00	188	15	11932	2	0	0	0	0	0
9/15/201	10:0									
3	0	183	13	12254	9	1	0	0	0	0
9/15/201	11:0									
3	0	153	16	12302	3	0	0	0	0	0
9/15/201	12:0									
3	0	110	2	12350	9	0	0	0	0	0
9/15/201	13:0									
3	0	157	24	139744	8	0	0	0	0	0
9/15/201	14:0									
3	0	105	28	12270	9	1	0	0	0	0
9/15/201	15:0									
3	0	126	19	21572	4	0	0	0	0	0
9/15/201	16:0									
3	0	177	25	22892	3	0	0	0	0	0
9/15/201	17:0									
3	0	185	0	20665	6	0	0	0	0	0
9/15/201	18:0									
3	0	152	0	18765	9	0	0	0	0	0
9/15/201	19:0									
3	0	171	35	22347	2	0	0	0	0	0
9/15/201	20:0									
3	0	156	38	22256	0	0	0	0	0	0
9/15/201	21:0									
3	0	188	15	25673	0	0	0	0	0	0

Thanks,

Vignesh Srinivasan

NotResp Operations Lead, QSSI

(O) 301-977-7884 x 789/337

(c) (b)(6)

From: Vignesh Srinivasan

Sent: Sunday, September 15, 2013 2:45 PM

To: Girish Shetty; Krishnamoorthi Ganesan; Linares, George E. (CMS/OIS); Marc Richardson; CMS NotRes
p CMS Team; Carter, Cathy T. (CMS/OIS)

Cc: NotRes Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'; Amy Walker; Sharath Kamarapu; Bikram Bakshi

Subject: RE: Update on NotRe AM Production issue ...

Update at 2:30PM ET. NotRes patch seems to be helping with the performance issues as expected.

Date	Time (Next one hour)	# Login attempts	# Login Read Time out Error	NotRes Query Response s (less than 1 second)	NotRes					
					Query Response s (between 1 and 2 seconds)	Query Response s (between 2 and 3 seconds)	Query Response s (between 3 and 4 seconds)	Query Response s (between 5 and 8 seconds)	Query Response s (between 8 and 16 seconds)	Query Response s (exceeding 16 seconds)
9/11/2013	8:00	423	30	155343	88	7	125	383	0	0
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9/11/2013	10:00	1002	79	185196	431	81	13	1555	0	0
9/11/2013	11:00	1080	99	258269	411	69	7	1683	0	0
9/11/2013	12:00	842	126	147582	263	30	0	1173	0	0
9/11/2013	13:00	905	65	156448	328	49	1	1408	0	0
9/11/2013	14:00	972	70	165462	230	43	205	1008	0	0
9/11/2013	15:00	981	116	185492	231	45	233	1084	0	0
9/11/2013	16:00	759	99	189632	177	22	153	781	0	0
9/11/2013	17:00	599	55	187876	209	37	334	670	0	0
9/11/2013	18:00	471	27	123948	83	9	355	240	0	0
9/11/2013	19:00	513	37	68218	54	7	282	140	0	0
9/11/2013	20:00	647	43	36272	20	0	211	0	0	0

9/12/2013	08:00	381	55	99372	58	5	236	164	0	0
9/12/2013	09:00	730	64	250079	275	54	489	757	0	0
9/12/2013	10:00	765	77	279332	403	121	288	1182	0	0
9/12/2013	11:00	725	286	214987	351	14	433	1141	0	0
9/12/2013	12:00	855	201	178956	306	19	483	1019	0	0
9/12/2013	13:00	834	207	156786	325	71	293	1078	0	0
9/12/2013	14:00	988	161	167538	481	104	346	1180	0	0
9/12/2013	15:00	896	132	179654	445	118	541	1001	0	0
9/12/2013	16:00	677	280	112876	298	52	375	861	0	0
9/12/2013	17:00	572	174	88465	207	51	470	437	0	0
9/12/2013	18:00	453	35	67453	87	6	395	219	0	0
9/12/2013	19:00	329	52	31745	43	3	217	80	0	0
9/12/2013	20:00	541	81	18563	49	5	212	46	0	0
9/12/2013	21:00	732	69	19836	20	3	120	15	0	0
9/13/2013	8:00	271	33	38102	48	2	332	116	0	0
9/13/2013	9:00	600	61	104170	182	43	413	633	0	0
9/13/2013	10:00	725	71	115453	361	92	259	1430	0	0
9/13/2013	11:00	763	41	140588	300	75	334	1075	0	0
9/13/2013	12:00	673	90	128153	332	55	325	947	0	0
9/13/2013	13:00	628	77	156394	240	42	287	897	0	0
9/13/2013	14:00	100	27	1573894	404	108	364	0	0	0
9/13/2013	15:00	654	9	104876	389	74	323	0	0	0
9/13/2013	16:00	502	6	131947	229	47	346	0	0	0

3	0									
9/13/201	17:0									
3	0	448	32	157863	268	26	654	0	0	0
9/13/201	18:0									
3	0	311	13	66493	120	18	602	0	0	0
9/13/201	19:0									
3	0	292	10	97364	34	0	294	0	0	0
9/13/201	20:0									
3	0	356	18	139836	60	12	507	0	0	0
9/13/201	21:0									
3	0	370	17	34897	3	0	286	0	0	0
9/14/201										
3	8:00	102	33	38102	48	2	332	0	0	0
9/14/201										
3	9:00	240	61	104170	182	43	413	0	0	0
9/14/201	10:0									
3	0	250	71	115453	361	92	259	0	0	0
9/14/201	11:0									
3	0	763	41	140588	300	75	334	0	0	0
9/14/201	12:0									
3	0	673	90	128153	332	55	325	0	0	0
9/14/201	13:0									
3	0	628	77	156394	240	42	287	0	0	0
9/14/201	14:0									
3	0	102	27	1573894	404	108	364	0	0	0
9/14/201	15:0									
3	0	408	9	104876	389	74	323	0	0	0
9/14/201	16:0									
3	0	492	6	131947	229	47	346	0	0	0
9/14/201	17:0									
3	0	435	32	157863	268	26	654	0	0	0
9/14/201	18:0									
3	0	308	13	66493	120	18	602	0	0	0
9/14/201	19:0									
3	0	296	10	97364	34	0	294	0	0	0
9/14/201	20:0									
3	0	356	18	139836	60	12	507	0	0	0
9/14/201	21:0									
3	0	370	17	34897	3	0	286	0	0	0
9/15/201										
3	8:00	64	17	8093	0	0	0	0	0	0
9/15/201										
3	9:00	87	7	11932	2	0	0	0	0	0
9/15/201	10:0									
3	0	91	1	12254	9	1	0	0	0	0

9/15/2013	11:00	105	7	12302	3	0	0	0	0	0
9/15/2013	12:00	112	5	12350	9	0	0	0	0	0
9/15/2013	13:00	295	3	139744	8	0	0	0	0	0
9/15/2013	14:00	345	2	12270	9	1	0	0	0	0

Thanks,

Vignesh Srinivasan

NotResp Operations Lead, QSSI

(O) 301-977-7884 x 789/337

(c) (b)(6)

From: Girish Shetty

Sent: Sunday, September 15, 2013 12:03 PM

To: Vignesh Srinivasan; Krishnamoorthi Ganesan; Linares, George E. (CMS/OIS); Marc Richardson; CMS - EIDM CMS Team; Carter, Cathy T. (CMS/OIS)

Cc: NotResp Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com';

'clayton.donley@oracle.com'; Amy Walker; Sharath Kamarapu; Bikram Bakshi

Subject: RE: Update on NotResp AM Production issue ...

Update from 09/15/2013 – 8 am to 10 am

Date	Time (Next one hour)	# Login attempts	# Login Read Time Error	NotResp Query Responses (less than 1 second)	NotResp				NotResp Query Responses (between 8 and 16 seconds)	NotResp Query Responses (exceeding 16 seconds)
					Query Responses (between 1 and 2 seconds)	Query Responses (between 2 and 3 seconds)	Query Responses (between 3 and 4 seconds)	Query Responses (between 5 and 8 seconds)		
9/11/2013	8:00	423	30	155343	88	7	125	383	0	0
9/11/2013	9:00	807	108	200504	264	29	6	1235	0	0
9/11/2013	10:00	1002	79	185196	431	81	13	1555	0	0
9/11/2013	11:00	1080	99	258269	411	69	7	1683	0	0

9/11/201 3	12:0 0	842	126	147582	263	30	0	1173	0	0
9/11/201 3	13:0 0	905	65	156448	328	49	1	1408	0	0
9/11/201 3	14:0 0	972	70	165462	230	43	205	1008	0	0
9/11/201 3	15:0 0	981	116	185492	231	45	233	1084	0	0
9/11/201 3	16:0 0	759	99	189632	177	22	153	781	0	0
9/11/201 3	17:0 0	599	55	187876	209	37	334	670	0	0
9/11/201 3	18:0 0	471	27	123948	83	9	355	240	0	0
9/11/201 3	19:0 0	513	37	68218	54	7	282	140	0	0
9/11/201 3	20:0 0	647	43	36272	20	0	211	0	0	0
9/12/201 3	08:0 0	381	55	99372	58	5	236	164	0	0
9/12/201 3	09:0 0	730	64	250079	275	54	489	757	0	0
9/12/201 3	10:0 0	765	77	279332	403	121	288	1182	0	0
9/12/201 3	11:0 0	725	286	214987	351	14	433	1141	0	0
9/12/201 3	12:0 0	855	201	178956	306	19	483	1019	0	0
9/12/201 3	13:0 0	834	207	156786	325	71	293	1078	0	0
9/12/201 3	14:0 0	988	161	167538	481	104	346	1180	0	0
9/12/201 3	15:0 0	896	132	179654	445	118	541	1001	0	0
9/12/201 3	16:0 0	677	280	112876	298	52	375	861	0	0
9/12/201 3	17:0 0	572	174	88465	207	51	470	437	0	0
9/12/201 3	18:0 0	453	35	67453	87	6	395	219	0	0
9/12/201 3	19:0 0	329	52	31745	43	3	217	80	0	0
9/12/201 3	20:0 0	541	81	18563	49	5	212	46	0	0
9/12/201	21:0	732	69	19836	20	3	120	15	0	0

3	0									
9/13/2013	8:00	271	33	38102	48	2	332	116	0	0
9/13/2013	9:00	600	61	104170	182	43	413	633	0	0
9/13/2013	10:00	725	71	115453	361	92	259	1430	0	0
9/13/2013	11:00	763	41	140588	300	75	334	1075	0	0
9/13/2013	12:00	673	90	128153	332	55	325	947	0	0
9/13/2013	13:00	628	77	156394	240	42	287	897	0	0
9/15/2013	8:00	64	17	8093	0	0	0	0	0	0
9/15/2013	9:00	87	7	11932	2	0	0	0	0	0
9/15/2013	10:00	91	1	12254	9	1	0	0	0	0

Girish Shetty | QSSI | www.qssinc.com

Project Manager, (b)(6)

Columbia V - 10440 Little Patuxent Parkway, Suite 1200

Columbia, MD 21044

Work : (301) 977-7884 x 246

Cell (b)(6)

From: Vignesh Srinivasan

Sent: Friday, September 13, 2013 2:58 PM

To: Krishnamoorthi Ganesan; Linares, George E. (CMS/OIS); Marc Richardson; Girish Shetty; CMS (b)(6) CMS Team; Carter, Cathy T. (CMS/OIS)

CC: (b)(6) Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'; Amy Walker; Sharath Kamarapu; Bikram Bakshi

Subject: RE: Update on (b)(6) AM Production issue ...

Afternoon Updates...

Date	Time (Next hour)	# Login attempts	# Logi n Rea d Tim e out	(b)(6) Query Respons es (less than 1 second)	NotResp				Query Respons es (between 8 and 16 seconds)	(b)(6) Query Response s (exceedin g 16 seconds)
					Query Respons es (between 1 and 2 seconds)	Query Respons es (between 2 and 3 seconds)	Query Respons es (between 3 and 4 seconds)	Query Respons es (between 5 and 8 seconds)		

			Erro r							
9/11/2013	8:00	423	30	155343	88	7	125	383	0	0
9/11/2013	9:00	807	108	200504	264	29	6	1235	0	0
9/11/2013	10:00	1002	79	185196	431	81	13	1555	0	0
9/11/2013	11:00	1080	99	258269	411	69	7	1683	0	0
9/11/2013	12:00	842	126	147582	263	30	0	1173	0	0
9/11/2013	13:00	905	65	156448	328	49	1	1408	0	0
9/11/2013	14:00	972	70	165462	230	43	205	1008	0	0
9/11/2013	15:00	981	116	185492	231	45	233	1084	0	0
9/11/2013	16:00	759	99	189632	177	22	153	781	0	0
9/11/2013	17:00	599	55	187876	209	37	334	670	0	0
9/11/2013	18:00	471	27	123948	83	9	355	240	0	0
9/11/2013	19:00	513	37	68218	54	7	282	140	0	0
9/11/2013	20:00	647	43	36272	20	0	211	0	0	0
9/12/2013	08:00	381	55	99372	58	5	236	164	0	0
9/12/2013	09:00	730	64	250079	275	54	489	757	0	0
9/12/2013	10:00	765	77	279332	403	121	288	1182	0	0
9/12/2013	11:00	725	286	214987	351	14	433	1141	0	0
9/12/2013	12:00	855	201	178956	306	19	483	1019	0	0
9/12/2013	13:00	834	207	156786	325	71	293	1078	0	0
9/12/2013	14:00	988	161	167538	481	104	346	1180	0	0
9/12/2013	15:00	896	132	179654	445	118	541	1001	0	0

3	0									
9/12/2013	16:00	677	280	112876	298	52	375	861	0	0
9/12/2013	17:00	572	174	88465	207	51	470	437	0	0
9/12/2013	18:00	453	35	67453	87	6	395	219	0	0
9/12/2013	19:00	329	52	31745	43	3	217	80	0	0
9/12/2013	20:00	541	81	18563	49	5	212	46	0	0
9/12/2013	21:00	732	69	19836	20	3	120	15	0	0
9/13/2013	8:00	271	33	38102	48	2	332	116	0	0
9/13/2013	9:00	600	61	104170	182	43	413	633	0	0
9/13/2013	10:00	725	71	115453	361	92	259	1430	0	0
9/13/2013	11:00	763	41	140588	300	75	334	1075	0	0
9/13/2013	12:00	673	90	128153	332	55	325	947	0	0
9/13/2013	13:00	628	77	156394	240	42	287	897	0	0
9/15/2013	8:00	64	17	8093	0	0	0	0	0	0
9/15/2013	9:00	87	7	11932	2	0	0	0	0	0
9/15/2013	10:00	91	1	12254	9	1	0	0	0	0

Thanks,

Vignesh Srinivasan

NotResp Operations Lead, QSSI

(O) 301-977-7884 x 789/337

(c) (b)(6)

From: Vignesh Srinivasan

Sent: Friday, September 13, 2013 1:54 PM

To: Krishnamoorthi Ganesan; Linares, George E. (CMS/OIS); Marc Richardson; Girish Shetty; CMS - EIDM CMS Team; Carter, Cathy T. (CMS/OIS)

Cc: [NotRes] Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'; Amy Walker; Sharath Kamarapu; Bikram Bakshi

Subject: RE: Update on [NotRes] AM Production issue ...

Morning updates...

Date	Time (Next one hour)	# Login attempts	# Login Read Time out Error	[NotRes] Query Responses (less than 1 second)	[NotRes]				[NotRes] Query Responses (between 8 and 16 seconds)	[NotRes] Query Responses (exceeding 16 seconds)
					Query Responses (between 1 and 2 seconds)	Query Responses (between 2 and 3 seconds)	Query Responses (between 3 and 4 seconds)	Query Responses (between 5 and 8 seconds)		
9/11/2013	8:00	423	30	155343	88	7	125	383	0	0
9/11/2013	9:00	807	108	200504	264	29	6	1235	0	0
9/11/2013	10:00	1002	79	185196	431	81	13	1555	0	0
9/11/2013	11:00	1080	99	258269	411	69	7	1683	0	0
9/11/2013	12:00	842	126	147582	263	30	0	1173	0	0
9/11/2013	13:00	905	65	156448	328	49	1	1408	0	0
9/11/2013	14:00	972	70	165462	230	43	205	1008	0	0
9/11/2013	15:00	981	116	185492	231	45	233	1084	0	0
9/11/2013	16:00	759	99	189632	177	22	153	781	0	0
9/11/2013	17:00	599	55	187876	209	37	334	670	0	0
9/11/2013	18:00	471	27	123948	83	9	355	240	0	0
9/11/2013	19:00	513	37	68218	54	7	282	140	0	0
9/11/2013	20:00	647	43	36272	20	0	211	0	0	0
9/12/2013	08:00	381	55	99372	58	5	236	164	0	0
9/12/2013	09:00	730	64	250079	275	54	489	757	0	0

3	0									
9/12/201	10:0									
3	0	765	77	279332	403	121	288	1182	0	0
9/12/201	11:0									
3	0	725	286	214987	351	14	433	1141	0	0
9/12/201	12:0									
3	0	855	201	178956	306	19	483	1019	0	0
9/12/201	13:0									
3	0	834	207	156786	325	71	293	1078	0	0
9/12/201	14:0									
3	0	988	161	167538	481	104	346	1180	0	0
9/12/201	15:0									
3	0	896	132	179654	445	118	541	1001	0	0
9/12/201	16:0									
3	0	677	280	112876	298	52	375	861	0	0
9/12/201	17:0									
3	0	572	174	88465	207	51	470	437	0	0
9/12/201	18:0									
3	0	453	35	67453	87	6	395	219	0	0
9/12/201	19:0									
3	0	329	52	31745	43	3	217	80	0	0
9/12/201	20:0									
3	0	541	81	18563	49	5	212	46	0	0
9/12/201	21:0									
3	0	732	69	19836	20	3	120	15	0	0
9/13/201										
3	8:00	271	33	38102	48	2	332	116	0	0
9/13/201										
3	9:00	600	61	104170	182	43	413	633	0	0
9/13/201	10:0									
3	0	725	71	115453	361	92	259	1430	0	0

Thanks,

Vignesh Srinivasan

NotRes Operations Lead, QSSI

(O) 301-977-7884 x 789/337

(c) (b)(6)

From: Vignesh Srinivasan

Sent: Thursday, September 12, 2013 11:30 PM

To: Krishnamoorthi Ganesan; Linares, George E. (CMS/OIS); Marc Richardson; Girish Shetty; CMS - NotRes sp CMS Team; Carter, Cathy T. (CMS/OIS)

CC: NotRes Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com';

'clayton.donley@oracle.com'; Amy Walker; Sharath Kamarapu; Bikram Bakshi

Subject: RE: Update on NotRes AM Production issue ...

End of day updates...

Date	Time (Next one hour)	# Login attempts	# Logi n Rea d Tim e out Erro r	NotResp Query Respons es (less than 1 second)	NotResp				NotResp Query Respons es (between 8 and 16 seconds)	NotResp Query Response s (exceedin g 16 seconds)
					Query Respons es (between 1 and 2 seconds)	Query Respons es (between 2 and 3 seconds)	Query Respons es (between 3 and 4 seconds)	Query Respons es (between 5 and 8 seconds)		
9/11/2013	8:00	423	30	155343	88	7	125	383	0	0
9/11/2013	9:00	807	108	200504	264	29	6	1235	0	0
9/11/2013	10:00	1002	79	185196	431	81	13	1555	0	0
9/11/2013	11:00	1080	99	258269	411	69	7	1683	0	0
9/11/2013	12:00	842	126	147582	263	30	0	1173	0	0
9/11/2013	13:00	905	65	156448	328	49	1	1408	0	0
9/11/2013	14:00	972	70	165462	230	43	205	1008	0	0
9/11/2013	15:00	981	116	185492	231	45	233	1084	0	0
9/11/2013	16:00	759	99	189632	177	22	153	781	0	0
9/11/2013	17:00	599	55	187876	209	37	334	670	0	0
9/11/2013	18:00	471	27	123948	83	9	355	240	0	0
9/11/2013	19:00	513	37	68218	54	7	282	140	0	0
9/11/2013	20:00	647	43	36272	20	0	211	0	0	0
9/12/2013	08:00	381	55	99372	58	5	236	164	0	0
9/12/2013	09:00	730	64	250079	275	54	489	757	0	0

9/12/2013	10:00	765	77	279332	403	121	288	1182	0	0
9/12/2013	11:00	725	286	214987	351	14	433	1141	0	0
9/12/2013	12:00	855	201	178956	306	19	483	1019	0	0
9/12/2013	13:00	834	207	156786	325	71	293	1078	0	0
9/12/2013	14:00	988	161	167538	481	104	346	1180	0	0
9/12/2013	15:00	896	132	179654	445	118	541	1001	0	0
9/12/2013	16:00	677	280	112876	298	52	375	861	0	0
9/12/2013	17:00	572	174	88465	207	51	470	437	0	0
9/12/2013	18:00	453	35	67453	87	6	395	219	0	0
9/12/2013	19:00	329	52	31745	43	3	217	80	0	0
9/12/2013	20:00	541	81	18563	49	5	212	46	0	0
9/12/2013	21:00	732	69	19836	20	3	120	15	0	0

Thanks,

Vignesh Srinivasan

NotResp Operations Lead, QSSI

(O) 301-977-7884 x 789/337

(c) (b)(6)

From: Vignesh Srinivasan

Sent: Thursday, September 12, 2013 1:13 PM

To: Krishnamoorthi Ganesan; 'Linares, George E. (CMS/OIS)'; Marc Richardson; Girish Shetty; 'CMS NotResp CMS Team'; 'Carter, Cathy T. (CMS/OIS)'

Cc: NotResp Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'; Amy Walker; Sharath Kamarapu

Subject: RE: Update on NotResp AM Production issue ...

Morning updates below..

Date	Time (Next one hour)	# Login attempts	# Login Read Time out Error	NotResp Query Responses (less than 1 second)	NotResp				NotResp Query Responses (between 8 and 16 seconds)	NotResp Query Responses (exceeding 16 seconds)
					Query Responses (between 1 and 2 seconds)	Query Responses (between 2 and 3 seconds)	Query Responses (between 3 and 4 seconds)	Query Responses (between 5 and 8 seconds)		
9/11/2013	8:00	423	30	155343	88	7	125	383	0	0
9/11/2013	9:00	807	108	200504	264	29	6	1235	0	0
9/11/2013	10:00	1002	79	185196	431	81	13	1555	0	0
9/11/2013	11:00	1080	99	258269	411	69	7	1683	0	0
9/11/2013	12:00	842	126	147582	263	30	0	1173	0	0
9/11/2013	13:00	905	65	156448	328	49	1	1408	0	0
9/11/2013	14:00	972	70	165462	230	43	205	1008	0	0
9/11/2013	15:00	981	116	185492	231	45	233	1084	0	0
9/11/2013	16:00	759	99	189632	177	22	153	781	0	0
9/11/2013	17:00	599	55	187876	209	37	334	670	0	0
9/11/2013	18:00	471	27	123948	83	9	355	240	0	0
9/11/2013	19:00	513	37	68218	54	7	282	140	0	0
9/11/2013	20:00	647	43	36272	20	0	211	0	0	0
9/12/2013	08:00	381	55	99372	58	5	236	164	0	0
9/12/2013	09:00	730	64	250079	275	54	489	757	0	0
9/12/2013	10:00	765	77	279332	403	121	288	1182	0	0

Thanks,

Vignesh Srinivasan

NotResp Operations Lead, QSSI

(O) 301-977-7884 x 789/337

(c) (b)(6)

From: Vignesh Srinivasan**Sent:** Wednesday, September 11, 2013 10:38 PM**To:** Krishnamoorthi Ganesan; 'Linares, George E. (CMS/OIS)'; Marc Richardson; Girish Shetty; 'CMS NotResp CMS Team'; 'Carter, Cathy T. (CMS/OIS)'**Cc:** NotResp Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'; Amy Walker**Subject:** RE: Update of NotResp AM Production issue ...

Please find updates as of 9:30PM ET below,

Date	Time (Next one hour)	# Login attempts	# Login Read Time out Error	NotResp Query Responses (less than 1 second)	NotResp				NotResp Query Responses (between 8 and 16 seconds)	NotResp Query Responses (exceeding 16 seconds)
					Query Responses (between 1 and 2 seconds)	Query Responses (between 2 and 3 seconds)	Query Responses (between 3 and 4 seconds)	Query Responses (between 5 and 8 seconds)		
9/11/2013	8:00	423	30	155343	88	7	125	383	0	0
9/11/2013	9:00	807	108	200504	264	29	6	1235	0	0
9/11/2013	10:00	1002	79	185196	431	81	13	1555	0	0
9/11/2013	11:00	1080	99	258269	411	69	7	1683	0	0
9/11/2013	12:00	842	126	147582	263	30	0	1173	0	0
9/11/2013	13:00	905	65	156448	328	49	1	1408	0	0
9/11/2013	14:00	972	70	165462	230	43	205	1008	0	0
9/11/2013	15:00	981	116	185492	231	45	233	1084	0	0
9/11/2013	16:00	759	99	189632	177	22	153	781	0	0

9/11/2013	17:00	599	55	187876	209	37	334	670	0	0
9/11/2013	18:00	471	27	123948	83	9	355	240	0	0
9/11/2013	19:00	513	37	68218	54	7	282	140	0	0
9/10/2013	20:00	647	43	36272	20	0	211	0	0	0

Thanks,

Vignesh Srinivasan

NotResp Operations Lead, QSSI

(O) 301-977-7884 x 789/337

(c) (b)(6)

From: Vignesh Srinivasan

Sent: Wednesday, September 11, 2013 6:08 PM

To: Krishnamoorthi Ganesan; Linares, George E. (CMS/OIS); Marc Richardson; Girish Shetty; CMS NotResp; CMS Team; Carter, Cathy T. (CMS/OIS)

CC: NotResp; Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'; Amy Walker

Subject: RE: Update on NotResp AM Production issue ...

Please find updates as of 6PM ET below,

Date	Time (Next one hour)	# Login attempts	# Login Read Time out Error	NotResp Query Responses (less than 1 second)	NotResp				Query Responses (between 8 and 16 seconds)	NotResp Query Responses (exceeding 16 seconds)
					Query Responses (between 1 and 2 seconds)	Query Responses (between 2 and 3 seconds)	Query Responses (between 3 and 4 seconds)	Query Responses (between 5 and 8 seconds)		
9/11/2013	8:00	423	30	155343	88	7	125	383	0	0
9/11/2013	9:00	807	108	200504	264	29	6	1235	0	0
9/11/2013	10:00	1002	79	185196	431	81	13	1555	0	0
9/11/2013	11:00	1080	99	258269	411	69	7	1683	0	0

9/11/2013	12:00	842	126	147582	263	30	0	1173	0	0
9/11/2013	13:00	905	65	156448	328	49	1	1408	0	0
9/11/2013	14:00	972	70	165462	230	43	205	1008	0	0
9/11/2013	15:00	981	116	185492	231	45	233	1084	0	0
9/11/2013	16:00	759	99	189632	177	22	153	781	0	0

Thanks,

Vignesh Srinivasan

[NotResp] Operations Lead, QSSI

(O) 301-977-7884 x 789/337

(c) [Redacted] (b)(6)

From: Krishnamoorthi Ganesan

Sent: Wednesday, September 11, 2013 3:26 PM

To: Linares, George E. (CMS/OIS); Marc Richardson; Girish Shetty; CMS [NotResp] MS Team; Carter, Cathy T. (CMS/OIS)

Cc: [NotResp] Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com';

'clayton.donley@oracle.com'; Amy Walker

Subject: RE: Update on [NotResp] AM Production issue ...

George,

Please find below the stats (as of 1:00 PM) we have monitoring for the [NotResp] we are still in the process of parsing [NotResp] for queries that are having excessive response time – I will send an update on [NotResp] performance broken down hourly before COB today. Our observation from morning [NotResp] is that there are roughly 10% of users failing with [NotResp] read time out error. I am sure the [NotResp] is stable today. Once we have the details on [NotResp] log – we will be able to determine what other process [NotResp] is causing [NotResp] read time out error. We will keep close monitoring on and keep you posted.

Date	Time (Next one hour)	# Login attempts	# Logged Time out Error	[NotResp] Query Responses (less than 1 second)	[NotResp]				[NotResp] Query Responses (between 8 and 16 seconds)	[NotResp] Query Responses (exceeding 16 seconds)
					Query Responses (between 1 and 2 seconds)	Query Responses (between 2 and 3 seconds)	Query Responses (between 3 and 4 seconds)	Query Responses (between 5 and 8 seconds)		
9/11/2013	8:00	423	30							

3										
9/11/201										
3	9:00	807	108							
9/11/201	10:0									
3	0	1002	79							
9/11/201	11:0		99							
3	0	1080								
9/11/201	12:0		126							
3	0	842								
9/11/201	13:0		65							
3	0	905								
9/11/201	14:0									
3	0									
9/11/201	15:0									
3	0									
9/11/201	16:0									
3	0									
9/11/201	17:0									
3	0									
9/11/201	18:0									
3	0									
9/10/201	19:0									
3	0									
9/10/201	20:0									
3	0									

Thanks

Krishna Ganesan, PMP | QSSI | www.qssinc.com

Vice President - Program Delivery

10025 Governor Warfield Parkway, Suite #401,

Columbia, MD 21044

Work: 301-977-7884 x455

Mobile: (b)(6)

Email: kganesan@qssinc.com

From: Linares, George E. (CMS/OIS) [<mailto:George.Linares@cms.hhs.gov>]

Sent: Wednesday, September 11, 2013 3:15 PM

To: Krishnamoorthi Ganesan; Marc Richardson; Girish Shetty; CMS (b)(6) CMS Team; Carter, Cathy T. (CMS/OIS)

CC: (b)(6) Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com';

'clayton.donley@oracle.com'; Amy Walker

Subject: RE: Update of (b)(6) AM Production issue ...

Since the sync job was turned off yesterday, Can we get a synopsis of the current system status and stats for (b)(6)

Thanks

George Linares

Acting Chief Technology Officer

Centers for Medicare & Medicaid Services (CMS)

410.786.2866 george.linares@cms.hhs.gov

7500 Security Blvd., N3-15-25

Baltimore, MD 21244-1850

Need more information? Visit [the OIS website](#).

From: Krishnamoorthi Ganesan [<mailto:kganesan@qssinc.com>]

Sent: Wednesday, September 11, 2013 3:10 PM

To: Richardson, Marc D. (CMS/OIS); Girish Shetty; Linares, George E. (CMS/OIS); CMS; [NotResp] CMS Team; Carter, Cathy T. (CMS/OIS)

CC: [NotResp] Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'; Amy Walker

Subject: RE: Update on [NotResp] AM Production issue ...

Marc,

Please find attached the detailed project schedule for list of activities that we will be tracking to analyze and resolve the prod issue. At this time the primary focus on the 1st milestone of standing and simulating the production problem in the 2nd Implementation environment. The tasks tagged as "Scheduling TBD" are tasks dependent on successful diagnosis of the problem, solutions that needs to be implemented to resolve the issue. Please note the schedule attached will be evolving and we will further update as the analysis on the production issue progresses.

Also please note that Tasks #3 and #4 that you requested to review are dependent on successful completion of the configuration of the 2nd Implementation environment. We are trying to use the [NotResp] which we used to build the BDC environment and I am hoping that we will be able to achieve some efficiency in completing the 2nd implementation environment ahead of schedule. We will keep close track of the schedule and provide regular updates on the progress.

Please also find attached a spreadsheet we are tracking for risks/issues/assumptions/dependencies for each task in the attached schedule. Please review and let us know your feedback.

Thanks

Krishna Ganesan, PMP | QSSI | www.qssinc.com

Vice President - Program Delivery

10025 Governor Warfield Parkway, Suite #401,

Columbia, MD 21044

Work: 301-977-7884 x455

Mobile: (b)(6)

Email: kganesan@qssinc.com

From: Richardson, Marc D. (CMS/OIS) [<mailto:Marc.Richardson@cms.hhs.gov>]

Sent: Wednesday, September 11, 2013 6:14 AM

To: Girish Shetty; Linares, George E. (CMS/OIS); CMS; [NotResp] CMS Team; Carter, Cathy T. (CMS/OIS)

Cc: NotResp Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'

Subject: RE: Update on NotRes AM Production issue ...

Krishna,

My only comment at this point is that there is a lot due on 9-15. Is it possible that 3 and 4 could be completed by 09/14 and that the only thing left on 9-15 is task 1 and 5? Just asking if it is possible so that everything isn't hitting all at once on a Sunday.

From: Girish Shetty [mailto:gshetty@gssinc.com]

Sent: Tuesday, September 10, 2013 9:14 PM

To: Richardson, Marc D. (CMS/OIS); Linares, George E. (CMS/OIS); CMS NotRes CMS Team; Carter, Cathy T. (CMS/OIS)

Cc: NotResp Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'

Subject: RE: Update on NotRes AM Production issue ...

Marc,

Please find below the next steps that we will be taking to analyze and resolve the ongoing production issue. I will follow up with a more detailed plan tomorrow:

1. Complete installation, configuration of NotResp and deploy NotRes custom code in Implementation Environment – Targeting to complete this task by 9/15.
2. Installation and configuration of NotResp by 9/14 – completion of this task is dependent on the NotResp tickets mentioned below in my Email. We need the firewall rules to be implemented by 9/12 in order for us to complete this task by 9/14.
3. Creation of User data to exceed production data (in volume) in the implementation environment #1 to simulate the production issue. This will be a parallel task that we will plan to complete while we are configuring the NotResp in the Implementation Environment. This task will be completed by 9/15.
4. Configure NotResp policies configured in Production and generate comparison report to ensure Implementation Environment #1 matches production. Also stand up dummy pages to simulate applications (namely CMS Portal, HIOS and FFM) currently integrated with production. This task will be completed by 9/15.
5. Smoke testing of Implementation Environment #1 – estimated to complete on 9/15.
6. Simulate the production problem in Implementation Environment #1. This will include execution of performance test scripts to simulate higher user volume.
7. Execute monitoring scripts to extract NotResp, time out details NotResp logs for query response, generate reports on system performance of each VM for CPU/Ram and Storage utilization.
8. Install any diagnostic patch recommended by NotResp analyze the issue and provide logs requested NotResp
9. Work NotResp product team to install any upgrades / patch to resolve the issue identified in production.
10. Execute NotRes regression and performance testing. Execute monitoring scripts (described in #7) to review and confirm production issue is resolved.
11. Identify and resolve any system/performance issues in coordination NotResp support team. Repeat Step 10 to confirm the system / performance issues are resolved.
12. Update system and performance test results and share test results with CMS NotResp team.
13. Add more users (at least 5 million users) NotResp Repeat steps #10 thru #12 and monitor system performance. Update system and performance test results and share test results with CMS NotResp team.
14. Schedule meeting with CMS NotResp to review system / performance test results.
15. Implement the changes made to Implementation Environment #1 in all the lower NotResp environments (namely Dev, Test and Implementation).
16. Update NotRes configuration management, Implementation plans and NotResp
17. Promote the changes to production and execute smoke testing.

18. Continue to monitor [NotRes] application in production using scripts and process developed for monitoring of implementation environment #1.
19. Generate daily report and send to CMS [NotRes] team.
20. Analyze results from Monitoring and discuss the impact with CMS [NotResp] teams.
21. Provide daily progress report to CMS [NotRes] teams on the status of steps described above to resolve the production issue. Schedule meetings with CMS [NotResp] teams as required.

At this time I don't have an ETA for steps #6 thru #20. Tomorrow we will discuss the above steps internally with QSSI and [NotResp] to deliver an updated plan. Please review and let us know if you have any questions.

Thanks,
Krishna (from Girish's Email account)

Girish Shetty | QSSI | www.qssinc.com
Project Manager [NotResp]
Columbia V - 10440 Little Patuxent Parkway, Suite 1200
Columbia, MD 21044
Work : (301) 977-7884 x 246
Cell [b)(6)]

From: Richardson, Marc D. (CMS/OIS) [<mailto:Marc.Richardson@cms.hhs.gov>]
Sent: Tuesday, September 10, 2013 8:21 PM
To: Girish Shetty; Linares, George E. (CMS/OIS); CMS [NotResp] CMS Team; Carter, Cathy T. (CMS/OIS)
Cc: [NotRes] Team_Leads; Yuri Radams; Michael Finkel; 'pardha.reddy@oracle.com'; 'Amit.jasuja@oracle.com'; 'clayton.donley@oracle.com'
Subject: Re: Update of [NotRes_p] AM Production issue ...

Frankly Krishna unless you are telling me that it takes 16+ hours to be able to develop the plan then 3PM is too late. When I asked whether you could get it to me by 8pm tonight, I expected more than a request for another 3/4 of a day to tell CMS the steps you plan to take to fix it.

Regards,
Marc Richardson, PMP, Director
Centers for Medicare & Medicaid Services (CMS)
Office of Information Services (OIS)
410.786.0016
marc.richardson@cms.hhs.gov

[b)(6)]

7500 Security Blvd.,
N3-17-07
Baltimore, MD 21244-1850

From: Girish Shetty [<mailto:gshetty@qssinc.com>]
Sent: Tuesday, September 10, 2013 08:17 PM
To: Richardson, Marc D. (CMS/OIS); Linares, George E. (CMS/OIS); CMS [NotRes_p] CMS Team; Carter, Cathy T. (CMS/OIS)
Cc: [NotRes] Team_Leads [NotResp] teamLeads@qssinc.com>; Yuri Radams <yradams@qssinc.com>; Michael Finkel <mfinkel@qssinc.com>; Pardha Reddy (<pardha.reddy@oracle.com>) <pardha.reddy@oracle.com>;

amit.jasuja@oracle.com <amit.jasuja@oracle.com>; Clayton Donley (clayton.donley@oracle.com)
<clayton.donley@oracle.com>

Subject: Update on [NotRe] AM Production issue ...

Marc,

QSSI [NotRe] team will be ready with a detailed plan to resolve the ongoing [NotRe] Production Issue by 3 pm tomorrow. We had an internal meeting to discuss the high level plan and business impact. At this time the issue with executing the batch process once in a day to reconcile between [NotResp] will only affect the users who are locked due to incorrect authentication attempts. We are still analyzing to confirm that there are no other impacts. In tomorrow's plan that we will send by 3:00 PM, we will confirm and include any other business impact.

To expedite setting up of the Implementation environment we are planning to leverage the [NotResp] and should be able to complete configuration and installation of IDM custom code by 09/15/2013. On the [NotResp] we received confirmation from DSH team that their procurement came through today and we will be using DSH gateway to stand up Implementation #1 environment.

(b)(4)

Thanks,
Krishna (from Girish's Email account)

Girish Shetty | QSSI | www.qssinc.com

Project Manager, EIDM

Columbia V - 10440 Little Patuxent Parkway, Suite 1200

Columbia, MD 21044

Work : (301) 977-7884 x 246

Cell : [(b)(6)]

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Message

From: Grothe, Kirk A. (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp
Sent: 9/17/2013 9:34:42 PM
To: Trenkle, Tony (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp; Linares, George E. (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp
Subject: FW: Daily State Privacy & Security Artifact Completion Reports
Attachments: Daily State Privacy Artifact Completion Report 20130917.pdf; Daily State Security Artifact Completion Report 20130917.pdf

Not sure if you've ever seen this before.

Thanks.

Kirk Grothe, PMP®
Deputy Group Director, Consumer Information and Insurance Systems Group
Office of Information Services
Centers for Medicare and Medicaid Services
Phone: (301) 492-4377
Mobile: (b)(6)
kirk.grothe@cms.hhs.gov

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From: CIISG Reporting [mailto:Ciisg.Reporting@strategi.com]
Sent: Tuesday, September 17, 2013 3:24 PM
To: Ambrosini, Ellen M. (CMS/OEM); Schankweiler, Thomas W. (CMS/OIS)
Cc: Schmidt, Donna W. (CMS/OIS); Chao, Henry (CMS/OIS); Slater, Jessica C. (CMS/OEM); Grothe, Kirk A. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Lelis, Nikoleta (CMS/OIS); Johnston, James (CMS/CMMI); Bolden, Dawn P (CMS/OEM); Ari Knausenberger; Chris Kao
Subject: Daily State Privacy & Security Artifact Completion Reports

All,

Please find the latest copies of the *Daily State Privacy Artifact Completion Report* and *Daily State Security Artifact Completion Report* attached.

Message

From: Snyder, Michelle (CMS/OA) [NotResp]
[NotResp]
Sent: 9/18/2013 9:32:19 PM
To: Trenkle, Tony (CMS/OIS) [NotResp]
Subject: Re: Frank's Testers

We thought they could test with the security team

Sent from my BlackBerry Wireless Device

----- Original Message -----

From: Trenkle, Tony (CMS/OIS)
Sent: Wednesday, September 18, 2013 05:30 PM
To: Snyder, Michelle (CMS/OA)
Subject: Frank's Testers

I heard OC expressed concerns. This is what I talked to you about on Tuesday. If it's not going to happen then Marilyn needs to let Frank know, since she agreed to it.

Obtained via FOIA by Judicial Watch, Inc.
CIRT TEAM REPORT
Afternoon Update September 18, 2013

Health of the Operations [Are our ops lines of business up & running? Are the systems up & running?]:

- Customer Service (CS): All channels are up & running (website, call center, webchat, etc.). No blips to report

New Issues:

- Nothing to report

Open Issues:

- Account Setup
 - **NotResp** outage affecting professional communities (A/B, issuers, etc.): *Stay Tuned*
 - Additional servers introduced last night to support continued intermittent login issues - increased latency was introduced for people trying to register (increased from 30-60seconds to 60-90seconds). We are still evaluating the root cause of the login issue, but this should help in the interim.

Update PM: No update

- Agent Broker Concerns: *Progress Underway*
 - After analyzing recent XOC helpdesk inquiries, OIS found that approximately 300 calls were from A/B, and almost half related to **NotResp** login issues. We continue to track & monitor root cause.

Update PM:

 - *Good News:* We have been able to establish an email listserv for agents & brokers who have completed training. We're testing the ability to send messages & once testing is complete, CCIIO is aiming to send out the FAQs developed (in clearance) tomorrow to help answer common questions and alleviate some of the confusion about where to go & what to do.
- Issuer Submissions – *A few still pending*
 - Number of issuers unable to perform the cross validation reduced to ~6-7. If the issues are not resolved by Friday, there is a risk plans from these issuers cannot be displayed 10/1. We are cautiously optimistic that these two will get through within the next day or two.

Update PM: *Significant Improvement*

 - Number of issuers unable to perform the cross validation reduced to **2**. We are cautiously optimistic that these two will get through within the next day or two.

Resolved Issues:

- Nothing to report

Team FYIs [situational awareness & things we're monitoring in case they bubble up into CIRT issues]

Update PM:

- MMI Dashboard for Open Enrollment – Head's up that there will be a phased approach to receiving some of the data & incorporating it into the dashboard over the first month or so of open enrollment. We are monitoring & will update when we have more information about the impact (specific metric categories, time frame, etc).

Message

From: Trenkle, Tony (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/18/2013 9:34:47 PM
To: Snyder, Michelle (CMS/OA) [NotResp]
Subject: Re: Frank's Testers

They wanted to do two tests, one security, one user.

----- Original Message -----

From: Snyder, Michelle (CMS/OA)
Sent: Wednesday, September 18, 2013 05:32 PM
To: Trenkle, Tony (CMS/OIS)
Subject: Re: Frank's Testers

We thought they could test with the security team

Sent from my BlackBerry Wireless Device

----- Original Message -----

From: Trenkle, Tony (CMS/OIS)
Sent: Wednesday, September 18, 2013 05:30 PM
To: Snyder, Michelle (CMS/OA)
Subject: Frank's Testers

I heard OC expressed concerns. This is what I talked to you about on Tuesday. If it's not going to happen then Marilyn needs to let Frank know, since she agreed to it.

Message

From: Trenkle, Tony (CMS/OIS) **NotResp**
Sent: 9/18/2013 1:32:06 PM **NotResp**
To: Steve_Ondra@hcsc.net
Subject: RE:

Steve,

No delays but still working on what we will have in terms of functionality.

-----Original Message-----

From: Steve_Ondra@hcsc.net [mailto:Steve_Ondra@hcsc.net]
Sent: Wednesday, September 18, 2013 9:26 AM
To: Trenkle, Tony (CMS/OIS)
Subject:

Tony,
Looking forward to talking at 4:00 ET today.
Also, the internet is buzzing with alerts that CMS plans to delay the Oct.
1 launch. It is hard to believe but have to ask if there is there any truth to that?
Steve

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Message

From: Trenkle, Tony (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/18/2013 9:57:10 PM
To: Snyder, Michelle (CMS/OA) [NotResp]
Subject: Re: Frank's Testers

We are currently doing the FFM security testing. Not sure if it would accomplish anything. He wanted to start the testing after lockdown.

----- Original Message -----

From: Snyder, Michelle (CMS/OA)
Sent: Wednesday, September 18, 2013 05:51 PM
To: Trenkle, Tony (CMS/OIS)
Subject: Re: Frank's Testers

Let's start with security?

Sent from my BlackBerry Wireless Device

----- Original Message -----

From: Trenkle, Tony (CMS/OIS)
Sent: Wednesday, September 18, 2013 05:34 PM
To: Snyder, Michelle (CMS/OA)
Subject: Re: Frank's Testers

They wanted to do two tests, one security, one user.

----- Original Message -----

From: Snyder, Michelle (CMS/OA)
Sent: Wednesday, September 18, 2013 05:32 PM
To: Trenkle, Tony (CMS/OIS)
Subject: Re: Frank's Testers

We thought they could test with the security team

Sent from my BlackBerry Wireless Device

----- Original Message -----

From: Trenkle, Tony (CMS/OIS)
Sent: Wednesday, September 18, 2013 05:30 PM
To: Snyder, Michelle (CMS/OA)
Subject: Frank's Testers

I heard OC expressed concerns. This is what I talked to you about on Tuesday. If it's not going to happen then Marilyn needs to let Frank know, since she agreed to it.

Message

From: Snyder, Michelle (CMS/OA) [redacted] NotResp
[redacted] NotResp
Sent: 9/18/2013 9:32:19 PM
To: Trenkle, Tony (CMS/OIS) [redacted] NotResp
Subject: Re: Frank's Testers [redacted]

we thought they could test with the security team

Sent from my BlackBerry Wireless Device

----- Original Message -----

From: Trenkle, Tony (CMS/OIS)
Sent: Wednesday, September 18, 2013 05:30 PM
To: Snyder, Michelle (CMS/OA)
Subject: Frank's Testers

I heard OC expressed concerns. This is what I talked to you about on Tuesday. If it's not going to happen then Marilyn needs to let Frank know, since she agreed to it.

Message

From: Handelman, Justine [Justine.Handelman@bcbsa.com]

Sent: 9/18/2013 10:12:16 PM

To: Trenkle, Tony (CMS/OIS)

NotResp

Subject: RE: How did it go?

very disappointing. It was not a real conversation about readiness on 10/1 as we expected. There is a disconnect b/w what we are hearing from Marilyn and what was reported. Plans are extremely frustrated - you should see my inbox.

Sent with Good (www.good.com)

-----Original Message-----

From: Trenkle, Tony (CMS/OIS) [tony.trenkle@cms.hhs.gov]

Sent: Wednesday, September 18, 2013 06:06 PM Eastern Standard Time

To: 'jthornton@ahip.org'; Handelman, Justine

Subject: How did it go?

Message

From: Snyder, Michelle (CMS/OA) [NotResp]
[NotResp]
Sent: 9/18/2013 9:51:52 PM
To: Trenkle, Tony (CMS/OIS) [NotResp]
Subject: Re: Frank's Testers

Let's start with security?

Sent from my BlackBerry Wireless Device

----- Original Message -----

From: Trenkle, Tony (CMS/OIS)
Sent: Wednesday, September 18, 2013 05:34 PM
To: Snyder, Michelle (CMS/OA)
Subject: Re: Frank's Testers

They wanted to do two tests, one security, one user.

----- Original Message -----

From: Snyder, Michelle (CMS/OA)
Sent: Wednesday, September 18, 2013 05:32 PM
To: Trenkle, Tony (CMS/OIS)
Subject: Re: Frank's Testers

We thought they could test with the security team

Sent from my BlackBerry Wireless Device

----- Original Message -----

From: Trenkle, Tony (CMS/OIS)
Sent: Wednesday, September 18, 2013 05:30 PM
To: Snyder, Michelle (CMS/OA)
Subject: Frank's Testers

I heard OC expressed concerns. This is what I talked to you about on Tuesday. If it's not going to happen then Marilyn needs to let Frank know, since she agreed to it.

Message

From: Chao, Henry (CMS/OIS) NotResp
Sent: 9/18/2013 4:25:17 AM
To: Trenkle, Tony (CMS/OIS) NotResp
Subject: RE: SCA Outbrief
Flag: Follow up

(b)(5)

Henry Chao
Deputy CIO & Deputy Director,
Office of Information Services
Centers for Medicare & Medicaid Services
410-786-1800
301-492-4456

From: Trenkle, Tony (CMS/OIS)
Sent: Tuesday, September 17, 2013 7:24 PM
To: Chao, Henry (CMS/OIS)
Subject: Re: SCA Outbrief

Let's discuss on our call tomorrow. I have also asked George to look into it.

From: Chao, Henry (CMS/OIS)
Sent: Tuesday, September 17, 2013 05:39 PM
To: Schankweiler, Thomas W. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS); Trenkle, Tony (CMS/OIS); Linares, George E. (CMS/OIS); King, Terris (CMS/OIS); Fryer, Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS)
Subject: Re: SCA Outbrief

(b)(5)

(b)(5)

Most of the CMS folks here are working 6-7 days a week, 14-16 hours a day alongside the contractors

(b)(5)

(b)(5)

Security testing is of utmost importance but it is just one factor to balance among multiple factors to meet the implementation date so I appreciate any support I can get on this front.

(b)(5)

Henry Chao
Deputy Chief Information Officer and Deputy Director
Office of Information Services
Centers for Medicare & Medicaid Services
7500 Security Blvd
Baltimore, MD 21244

(b)(6) (Pri)

410-786-1800 (Alt)

(b)(6) (BB)

From: Schankweiler, Thomas W. (CMS/OIS)

Sent: Tuesday, September 17, 2013 04:40 PM

To: Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS)

Cc: Rhones, Rhonda D. (CMS/OIS); Lyles, Darrin V. (CMS/OIS); Chao, Henry (CMS/OIS); Donohoe, Paul X. (CMS/OIS)

Subject: FW: SCA Outbrief

Monique,

(b)(6)

Please advise.

Tom

From: Fryer, Teresa M. (CMS/OIS)

Sent: Tuesday, September 17, 2013 4:28 PM

To: Linares, George E. (CMS/OIS); Mellor, Michael (CMS/OIS); Schankweiler, Thomas W. (CMS/OIS)

Subject: SCA Outbrief

(b)(6)

Teresa Fryer, CISSP, CIPP/G
Chief Information Security Officer and
Director, Enterprise Information Security Group (EISG)
Centers for Medicare & Medicaid Services
Office of Information Services (OIS)
7500 Security Blvd, N1-26-18
Baltimore, MD 21244
410-786-2614 (W)

(b)(6)

(C)

teresa.fryer@cms.hhs.gov



Enterprise Information Security Group
Risk Management, Oversight, & Monitoring

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Message

From: Trenkle, Tony (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp
Sent: 9/18/2013 9:18:45 PM
To: Snyder, Michelle (CMS/OA); [Redacted] NotResp
Subject: Re: Alpha Sub-group plus 2 Alpha Lead Plans

(b)(5)

From: Snyder, Michelle (CMS/OA)
Sent: Wednesday, September 18, 2013 05:15 PM
To: Trenkle, Tony (CMS/OIS); 'Jeannette.Ekh@bcbsfl.com' <Jeannette.Ekh@bcbsfl.com>
Cc: Armstead, Andrea E. (CMS/OA)
Subject: Re: Alpha Sub-group plus 2 Alpha Lead Plans

Thanks - that is a great idea. My guess is they would rather get the thanks from Marilyn - I can make that happen if you think that is better

Michelle

Sent from my BlackBerry Wireless Device

From: Trenkle, Tony (CMS/OIS)
Sent: Wednesday, September 18, 2013 12:29 PM
To: Ekh, Jeannette <Jeannette.Ekh@bcbsfl.com>; Snyder, Michelle (CMS/OA)
Cc: Armstead, Andrea E. (CMS/OA)
Subject: RE: Alpha Sub-group plus 2 Alpha Lead Plans

Thanks Jeannette.
Michelle,
See her message below. If you have 5 minutes, I'll explain to you more.
Tony

From: Ekh, Jeannette [mailto:Jeannette.Ekh@bcbsfl.com]
Sent: Wednesday, September 18, 2013 11:00 AM
To: Trenkle, Tony (CMS/OIS)
Subject: Alpha Sub-group plus 2 Alpha Lead Plans

Tony,
As we discussed, it may help if Michelle called Pat Geraghty before tomorrow's BCBSA Board meeting. Her call could be simply to thank him for allowing me and Rob Fitzgerald to partner with her CMS team to work toward a successful 10/1 launch, and to ask that Florida Blue continue to work with the CMS team in the upcoming weeks and months to address issues and concerns.

I spoke with Pat after you and I talked, so he knows what is to take place this evening during the 5:00 Marketplace Update for Issuers WebEx, and so that he knows what has taken place and should be taking place in the upcoming weeks. I told him that Michelle may call him, if she has time, so he is aware of the "thanks coming his way". I asked him to try to guide some of tomorrow's BCBSA CEO discussions toward constructive next steps.

So, if Michelle get a chance, to call Pat today, that would be good, but not “the end of the world” if she can’t get to it. At some point over this week and next week, it would be good if she could reach out to the leaders of the Alpha Lead Plans. I’ve listed below the Blue Plan contact information. I’m sure she has the contacts for Aetna and Humana. Please let me know if you or Michelle need any assistance from me.

Thanks,

Jeannette

Alpha Sub-group Plans:

Florida Blue – Jeannette Ekh and Rob Fitzgerald

Patrick Geraghty

patrick.geraghty@bcbsfl.com

(904)905-1800

Chairman, CEO and President

Florida Blue

BCBS – South Carolina – Anne Castro

David Pankau

david.pankau@bcbsc.com

(803)264-2333

President and Chief Executive Officer

Blue Cross and Blue Shield of South Carolina

WellPoint – Ian Bonnet

Joseph Swedish

joseph.swedish@wellpoint.com

(317)488-6374

Chief Executive Officer

Anthem / WellPoint

Aetna – Jane Good

Humana – Matt McGoron

Additional Alpha Lead Plans:

HCSC – Mark Ardito

Patricia Hemingway Hall

pat_hemingway@hcsc.net

(312)653-6693

President and Chief Executive Officer

Health Care Services Corp (HCSC)

BCBS – Tennessee – Don Petry

William Gracey

bill_gracey@bcbst.com

(423)535-5533

President & CEO

BlueCross BlueShield of Tennessee

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OIS Impact Assessment Summary (by Group)

Short-term Impact (through January 2014)

as of September 30, 2013

Group	Impact on the Group	Impact on Workloads	Contractor Support
Instructions:	Describe how the surge has impacted your group's ability to complete work and provide appropriate customer support. Be specific: include things such as work what work has stopped, the effects on quality, adjustments to workloads, etc.	Describe the overall impact of workloads, including systems, data, infrastructure, and/or security. Indicate the number of users, business owners, stakeholders impacted and potential vulnerabilities. If this is also a mandate, include the name of the mandate and what section, e.g., ACA 3021, ACA 1104, MIPPA185. Provide recommendations on how you can reduce the impact (if possible).	Describe if your need for contractor support has increased/decreased (e.g., MITRE, Paragon, Turning Point, Noblis). If so, include information regarding if the support is helping and how much - include dollars impacted, if applicable.)
Example	<i>We reassigned nine employees to details related to the surge. We only had one tester to begin with. Currently, we have no systems integrator to coordinate across systems and components. This is causing extreme delays with our responsiveness to Business Owners and change requests. We have one person trying to get up to speed, but we are feeling the pinch. Business Owners have been complaining because we have been unable to attend CCB meetings regularly and that releases are consistently late.</i>	<i>HITECH has 1800 users. We are in jeopardy of not being ready for Phase II of meaningful use which begins in January 2014. This system owner is Karen Jackson, and the provider community consists of thousands of providers.</i> RECOMMENDATIONS: <ul style="list-style-type: none"> • Solicit potential integrators from other IT shops within CMS (or HHS?) • Continue to train current staff and reprioritize/reassign workloads 	<i>We are unable to use contractors due to budget cuts.</i>
BAMG			
EASG			
EDCG			
EDG			
EISG			
ISHDG			
RAMG			

Message

From: Jones, Paul (CMS/CTR) [Redacted] NotResp
Sent: 9/18/2013 8:26:19 PM
To: Fryer, Teresa M. (CMS/OIS) [Redacted] NotResp
Subject: ATC Plan [Redacted] NotResp
Attachments: ATC Actions.docx

Teresa,

Attached is the recommendation of Spherecom in response to the submitted slides for the "State's Authority to Connect Talking Points".

(b)(5)

See attached for more detail. Please feel free to contact me if you have further questions.

Erik Jones (Contractor)
CISO Security Team
Enterprise Information Security Group (EISG)
Centers for Medicare & Medicaid Services
703-393-2608 (voice)

NotResp [Redacted] cell)

<http://www.cms.hhs.gov/informationsecurity/>

Contact the CISO Team CISO@cms.hhs.gov

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(b)(5)

Message

From: King, Jason C. (CMS/OIS) [NotResp]
Sent: 9/18/2013 8:20:32 PM
To: Fryer, Teresa M. (CMS/OIS) [NotResp]
[NotResp] Toomey, Jacqueline S. (CMS/OIS) [NotResp]
[NotResp]
Subject: RE: HHS Briefing
Attachments: EISG HHS Pres DRAFT - 9 20 13 - V1 - JCK.pptx

(b)(5)

Jason King
Division of Information Security Policy and Compliance (DISPC)
Enterprise Information Security Group (EISG)
Centers for Medicare & Medicaid Services
PH: (410) 786-7578
<http://www.cms.hhs.gov/informationsecurity/>
Contact EISG at CISO@cms.hhs.gov

From: Fryer, Teresa M. (CMS/OIS)
Sent: Wednesday, September 18, 2013 10:41 AM
To: Toomey, Jacqueline S. (CMS/OIS); King, Jason C. (CMS/OIS)
Subject: HHS Briefing

Here is the start of the HHS briefing with the slide from Mitre

Teresa Fryer, CISSP, CIPP/G
Chief Information Security Officer and
Director, Enterprise Information Security Group (EISG)
Centers for Medicare & Medicaid Services
Office of Information Services (OIS)
7500 Security Blvd, N1-26-18
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Marketplace Information Security Update



September 2013

Marketplace Information Security Update

NotResp

Figure 5: High-level System Interconnections⁸

(b)(5)

(b)(5)

Message

From: Ryan Brewer [rbrewer@grayscout.com]
Sent: 9/18/2013 1:54:25 PM
To: Fryer, Teresa M. (CMS/OIS) [NotResp]
[NotResp]
CC: Jones, Paul (CMS/CTR) [NotResp] Cording,
Kristina (CMS/OIS) [NotResp]
Subject: Re: FW: Risk acceptance doc

Hi Teresa,

(b)(5)

Thanks,

Ryan

On Tue, Sep 17, 2013 at 3:46 PM, Fryer, Teresa M. (CMS/OIS) <Teresa.Fryer@cms.hhs.gov> wrote:

Here is a risk acceptance sent by CCIIO for the manual method of remote identity proofing. Please review and provide your feedback, as well as our recommendation to Senior Leadership on accepting this level of risk. If possible, please have this back by COB tomorrow. If this is not possible, please let me know.

Thanks,

Teresa

From: Carter, Cathy T. (CMS/OIS)
Sent: Tuesday, September 17, 2013 1:14 PM
To: Trenkle, Tony (CMS/OIS); King, Terris (CMS/OIS); Fryer, Teresa M. (CMS/OIS)
Cc: Richardson, Marc D. (CMS/OIS); Gass, Carole F. (CMS/OIS)
Subject: FW: Risk acceptance doc

Here is what cciio sent

From: Richardson, Marc D. (CMS/OIS)
Sent: Monday, September 16, 2013 11:32 PM
To: Carter, Cathy T. (CMS/OIS); Gass, Carole F. (CMS/OIS)
Subject: FW: Risk acceptance doc

From: Grothe, Kirk A. (CMS/OIS)
Sent: Monday, September 16, 2013 3:50 PM
To: Richardson, Marc D. (CMS/OIS)
Subject: FW: Risk acceptance doc

Fyi.

Kirk Grothe, PMP®

Deputy Group Director, Consumer Information and Insurance Systems Group

Office of Information Services

Centers for Medicare and Medicaid Services

Phone: (301) 492-4377

Mobile: (b)(6)

kirk.grothe@cms.hhs.gov

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From: Kerr, James T. (CMS/CMHPO)
Sent: Monday, September 16, 2013 12:13 PM
To: Chao, Henry (CMS/OIS)
Cc: Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS); Lorenz, Samara A. (CMS/CCIIO)
Subject: FW: Risk acceptance doc

Henry, Please review and advise if this can be used to take the next step. Thanks, Jim

James T. Kerr

James T. Kerr, acting Deputy Director, Operations, CCIIO and Consortium Administrator CMHPO | Centers for Medicare and Medicaid Services | phone: 301-492-4124

From: Walker, Benjamin L. (CMS/CCIIO)
Sent: Monday, September 16, 2013 11:33 AM
To: Kerr, James T. (CMS/CMHPO)
Cc: Deboy, Alissa M. (CMS/CCIIO); Roche, Jacqueline R. (CMS/CCIIO)
Subject: RE: Risk acceptance doc

Hi Jim,

See attached. Please let me know if you have any questions, or if you are comfortable with it.

Thanks,

Ben

From: Kerr, James T. (CMS/CMHPO)
Sent: Monday, September 16, 2013 5:39 AM
To: Walker, Benjamin L. (CMS/CCIIO)
Cc: Deboy, Alissa M. (CMS/CCIIO); Roche, Jacqueline R. (CMS/CCIIO)
Subject: RE: Risk acceptance doc

OK thx

James T. Kerr

James T. Kerr, acting Deputy Director, Operations, CCIIO and Consortium Administrator CMHPO | Centers for Medicare and Medicaid Services | phone: 301-492-4124

From: Walker, Benjamin L. (CMS/CCIIO)
Sent: Sunday, September 15, 2013 11:56 PM
To: Kerr, James T. (CMS/CMHPO)
Cc: Deboy, Alissa M. (CMS/CCIIO); Roche, Jacqueline R. (CMS/CCIIO)
Subject: Risk acceptance doc

Hi Jim,

I just wanted to let you know that I just wrapped up the first draft of the risk acceptance document. After Jackie has an opportunity to take a look, we will send it your way.

Thanks,

Ben

--

C. Ryan Brewer GCIH, C|CISO, CISSP

Principal

GrayScout LLC

Tel/Ofc: +1 202-904-2220 | Mobile: 1+ (b)(6)




rbrewer@grayscout.com | www.grayscout.com

Message

From: Shomo, Milton [tshomo@mitre.org]
Sent: 9/18/2013 1:57:30 PM
To: Fryer, Teresa M. (CMS/OIS) [NotResp]
[NotResp] Toomey, Jacqueline S.(CMS/OIS) [NotResp]
[NotResp]
CC: Bielski, Jim [jbielski@mitre.org]
Subject: MITRE Marketplace testing today

Just wanted to let you know that MITRE's testing is going fairly well so far today. A couple of minor issues with bugs in the code but it's not really slowing us down. Haven't seen Henry yet.

Milton Shomo, CISSP
Principal Information Systems Engineer
MITRE Corp.
Center for Connected Government
(703) 983-2853 (O)
[Redacted] (C)

 Likely
 Unlikely
 Cautiously Optimistic

State Details					Overall State Status (Security Team)		
State	Abbrev	Region	Model	System Name	Overall Status	Meet Oct 1 Deadline	Estimated Package Submission Date
Alabama	AL	4	Medicaid / CHIP	AMAES	Security documentation in review		27-Sep-2013
Alaska	AK	10	Medicaid / CHIP	ARIES	Awaiting POA&M and SAR		27-Sep-2013
Arizona	AZ	9	Medicaid / CHIP	HEA Plus	Assembling ATC Package		17-Sep-2013
Arkansas	AR	6	Medicaid / CHIP	ANSWER	Security documentation in review		24-Sep-2013
California	CA	9	SBM	CalHEERS	Assembling ATC Package		17-Sep-2013
Colorado (CBMS)	CO	8	Medicaid / CHIP	CBMS	Awaiting POA&M, SAR and ISAs		24-Sep-2013
Colorado (C4HCO)	CO	8	SBM	C4HCO	Awaiting POA&M, SAR and ISAs		24-Sep-2013
Connecticut	CT	1	SBM	CT HIX	ATC Package Submitted; Awaiting results		SUBMITTED
Delaware	DE	3	Medicaid / CHIP	DE01	ATC Approved		SUBMITTED
District of Columbia	DC	3	SBM	DCAS	Awaiting POA&M and SAR		24-Sep-2013
Florida	FL	4	Medicaid / CHIP	FLORIDA	Awaiting POA&M and SAR		8-Oct-2013
Georgia	GA	4	Medicaid / CHIP	SUCCESS	Security documentation in review		30-Oct-2013
Hawaii	HI	9	Medicaid / CHIP		A-ISA requires modification		26-Sep-2013
Hawaii	HI	9	SBM	Connector	Awaiting POA&M and SAR		24-Sep-2013
Idaho	ID	10	Medicaid / CHIP	IBES	Assembling ATC Package		20-Sep-2013
Illinois	IL	5	Medicaid / CHIP	IL01	Security documentation in review		4-Oct-2013
Indiana	IN	5	Medicaid / CHIP	ICES	Awaiting POA&M and SAR		27-Sep-2013
Iowa	IA	7	Medicaid / CHIP	ELIAS	Security documentation in review		24-Sep-2013
Kansas	KS	7	Medicaid / CHIP	KEES	Awaiting POA&M, SAR and ISAs		30-Oct-2013
Kentucky	KY	4	SBM	KHBE	ATC Package Submitted; Awaiting results		SUBMITTED
Louisiana	LA	6	Medicaid / CHIP	MEDS	SSP Incomplete		30-Oct-2013
Maine	ME	1	Medicaid / CHIP	ACES	No security documentation received		
Maryland	MD	3	SBM	MD01	A-ISA requires modification		20-Sep-2013
Massachusetts	MA	1	SBM	HIX/IES	Awaiting SAR		24-Sep-2013
Michigan	MI	5	Medicaid / CHIP	Bridges	Security documentation in review		27-Sep-2013
Minnesota	MN	5	SBM	MN-HIX APP	Security documentation in review		24-Sep-2013
Mississippi	MS	4	Medicaid / CHIP	MEDS/MEDSX	Awaiting POA&M, SAR and ISAs		15-Oct-2013
Missouri	MO	7	Medicaid / CHIP	FAMIS	Awaiting both signed M-ISA and A-ISA		2-Oct-2013
Montana	MT	8	Medicaid / CHIP	CHIMES-Medicaid/HMK	A-ISA requires modification		24-Sep-2013
Nebraska	NE	7	Medicaid / CHIP	N-FOCUS	Security documentation in review		24-Sep-2013
Nevada	NV	9	SBM	HCR-EE	M-ISA and A-ISA requires modification		17-Sep-2013
New Hampshire	NH	1	Medicaid / CHIP	New HEIGHTS	Awaiting SAR		1-Oct-2013
New Jersey	NJ	2	Medicaid / CHIP	CASS	Security documentation in review		30-Oct-2013
New Mexico	NM	6	SBSE	NM HIX	Awaiting POA&M		1-Oct-2013
New York	NY	2	SBM	NY-HX	Assembling ATC Package		17-Sep-2013
North Carolina	NC	4	Medicaid / CHIP	EIS	Awaiting POA&M and SAR		30-Oct-2013
North Dakota	ND	8	Medicaid / CHIP	TECS	Awaiting POA&M and SAR		24-Sep-2013
Ohio	OH	5	Medicaid / CHIP	CRIS-E	Awaiting POA&M, SAR and ISAs		1-Oct-2013
Oklahoma	OK	6	Medicaid / CHIP	OE	Security documentation in review		24-Sep-2013
Oregon	OR	10	SBM	ORHIX	Awaiting POA&M, SAR and ISAs		24-Sep-2013
Pennsylvania	PA	3	Medicaid / CHIP	iCIS	Security documentation in review		24-Sep-2013
Rhode Island	RI	1	SBM	UHIP	M-ISA and A-ISA requires modification		24-Sep-2013
South Carolina	SC	4	Medicaid / CHIP	MEDS	Security documentation in review		27-Sep-2013
South Dakota	SD	8	Medicaid / CHIP	ACCESS	Awaiting POA&M and SAR		1-Oct-2013
Tennessee	TN	4	Medicaid / CHIP	TN01	Awaiting POA&M, SAR and ISAs		30-Oct-2013
Texas	TX	6	Medicaid / CHIP	MEHIS	Awaiting POA&M, SAR and ISAs		31-Jan-2014
Utah	UT	8	Medicaid / CHIP	eREP	Awaiting POA&M and SAR		24-Sep-2013
Vermont	VT	1	SBM	VHC	M-ISA and A-ISA requires modification		24-Sep-2013
Virginia	VA	3	Medicaid / CHIP	VA01	Awaiting POA&M and SAR		1-Oct-2013
Washington	WA	10	SBM	WA HBE	ATC Package Submitted; Awaiting results		17-Sep-2013
West Virginia	WV	3	Medicaid / CHIP	RAPIDS / eRAPIDS	Awaiting POA&M and SAR		1-Oct-2013
Wisconsin	WI	5	Medicaid / CHIP	WI01	Awaiting POA&M and SAR		27-Sep-2013
Wyoming	WY	8	Medicaid / CHIP	HIEES	Awaiting POA&M		24-Sep-2013

☐ Approved
☐ Denied
☐ Under Review

Items in **RED** have not been submitted. The date provided is the estimated submission date as provided by the State.

ATC Status		Document Submission Dates								
Actual Package Submission Date	ATC Approval/Denial	Security						IRS	Privacy	
		SSP*	A-ISA*	M-ISA*	ISRA	SAR*	POA&M*	SPR	PIA	CMA*
		13-Sep	10-Sep	20-Aug	16-Aug		12-Sep	10-Sep	N/A	10-Sep
		9-Sep	20-Sep	16-Sep		18-Sep	18-Sep	N/A	N/A	11-Sep
		17-Sep	17-Sep	16-Sep		13-Sep	13-Sep	N/A	N/A	15-Aug
		1-Sep	16-Sep	16-Sep	11-Sep	1-Sep	1-Sep	11-Sep	N/A	26-Aug
		6-Sep	17-Sep	17-Sep		16-Sep	16-Sep	28-Jun	13-Sep	
		31-Jul	24-Sep	6-Sep	31-Jul	17-Sep	20-Sep	N/A	N/A	6-Sep
		6-Sep	20-Sep	18-Sep		24-Sep	26-Sep	16-Sep	31-May	
10-Sep-2013		22-Aug	10-Sep	10-Sep		13-Sep	13-Sep	21-Aug	4-Apr	29-Aug
6-Sep-2013	11-Sep-2013	19-Aug	22-Aug	5-Sep		1-Aug	19-Aug	N/A	N/A	22-Aug
		5-Sep	17-Sep	17-Sep		20-Sep	20-Sep	29-Aug	2-Sep	17-Sep
		3-Sep	30-Aug	30-Aug	16-Sep	26-Sep	26-Sep	N/A	N/A	11-Sep
		29-Aug			29-Aug			N/A	N/A	29-Aug
		11-Sep	15-May	6-Sep	26-Jul	16-Aug	6-Sep	17-Jun	1-Jul	28-Aug
		12-Sep			25-Jul	18-Sep	18-Sep	9-Sep	28-Aug	10-Sep
		20-Aug	6-Sep	16-Sep		13-Sep	13-Sep	N/A	N/A	6-Sep
		1-Jul	28-Aug	28-Aug	21-Mar	20-Sep	29-Aug	N/A	N/A	9-Sep
		2-Jul	5-Sep	16-Sep			23-Sep	N/A	N/A	5-Sep
		26-Aug	5-Sep	12-Sep	26-Apr	4-Sep	26-Aug	28-Aug	N/A	27-Aug
		9-Aug	19-Sep	17-Sep	18-Sep		1-Oct	N/A	N/A	17-Sep
10-Sep-2013		1-Jul	6-Sep	9-Sep	1-Jul	21-Aug	21-Aug	25-Aug	21-Aug	6-Sep
		17-Sep	4-Sep			20-Sep	20-Sep	N/A	N/A	4-Sep
		16-Sep	26-Sep	26-Sep				N/A	N/A	
		3-Sep	16-Sep	16-Sep		3-Sep	3-Sep	3-Sep	3-Sep	16-Sep
		16-Aug	19-Sep	19-Sep		19-Sep	5-Aug	11-Sep	16-Aug	13-Sep
		30-Aug	30-Aug	30-Aug		1-Aug	17-Sep	12-Sep	N/A	30-Aug
		6-Sep	31-Aug	31-Aug	19-Mar	6-Sep	17-Sep	6-Sep	16-Aug	5-Sep
		28-Aug	16-Sep					12-Sep	N/A	16-Sep
		16-Sep	20-Sep	20-Sep	11-Sep	17-Sep	17-Sep	N/A	N/A	6-Sep
		18-Jul	29-Aug	29-Aug		15-Aug	21-Aug	N/A	N/A	29-Aug
		5-Sep	27-Aug	27-Aug		13-Sep	16-Sep	13-Sep	N/A	12-Sep
		3-Jul	26-Aug	28-May		12-Sep	12-Sep	13-Sep	6-Sep	16-Sep
		29-Jul	12-Sep	12-Sep		27-Sep	27-Sep	N/A	N/A	12-Sep
		12-Jul						12-Jul	N/A	
		1-Jul	17-Sep	17-Sep		6-Aug		N/A		23-Aug
		25-Jun	6-Sep	16-Sep		6-Sep	17-Sep	25-Jun	20-May	21-Aug
		1-Jul	4-Sep	4-Sep				N/A	N/A	6-Sep
		18-Sep	6-Sep			18-Sep	18-Sep	2-Jul	N/A	10-Sep
		27-Aug	23-Sep	23-Sep	23-Sep			1-Jul	N/A	5-Sep
		16-Sep	30-Aug	30-Aug		19-Sep	6-Sep	N/A	N/A	4-Sep
		16-Sep	20-May	18-Sep	1-Jul	16-Sep	20-Sep	16-Sep	26-Aug	
		1-Aug	30-Aug	30-Aug	29-Aug	29-Aug	1-Aug	N/A	N/A	30-Aug
		30-Aug	30-Aug	30-Aug	9-Aug	13-Sep	30-Aug	30-Aug	15-May	30-Aug
		5-Sep	2-Sep	2-Sep	16-Sep		17-Sep	N/A	N/A	30-Aug
		11-Jul	10-Sep	10-Sep		30-Sep	30-Sep	10-Jul	N/A	21-Aug
		30-Jul						30-Jul	N/A	
		9-Sep						N/A	N/A	
		9-Sep	7-Jun			18-Sep	18-Sep	N/A	N/A	
		13-Sep	3-Sep	3-Sep	6-Sep	1-Nov	4-Sep	13-Sep	23-Aug	4-Sep
		11-Sep	16-Sep	16-Sep				16-Sep	N/A	21-Aug
		12-Sep	28-Aug	28-Aug	15-Aug	24-Aug	15-Aug	12-Sep	30-Aug	9-Sep
		1-Jul	12-Sep	11-Sep				12-Sep	N/A	26-Aug
		10-Sep	9-Sep	9-Sep		25-Sep	25-Sep	N/A	N/A	9-Sep
		5-Sep	2-Sep	2-Sep		17-Sep	20-Sep	5-Sep	N/A	2-Sep

State Progress Tracker
Obtained via FOIA by Judicial Watch, Inc.

N/A
 Not Submitted
 Needs Review/Under Review
 Reviewed, Requires Update
 Review Complete

	Document Status										Assessments	
	Security						IRS	Privacy			3rd Party	Self- Assessment
IEA*	SSP*	A-ISA*	M-ISA*	ISRA	SAR*	POA&M*	SPR	PIA	CMA*	IEA*		
10-Sep	100%	0%	0%		0%				100%			16-Aug
11-Sep		0%	100%		0%	0%						
6-Sep	100%	100%	100%		100%	100%			100%			
4-Sep			100%						100%			11-Sep
6-Sep	100%	100%	100%		100%	100%			0%		30-Aug-2013	2-Aug
6-Sep	100%	0%	90%		0%	0%						31-Jul
	100%		0%		0%	0%			0%	0%	22-Jul-2013	
6-Sep	100%	100%	100%		100%	100%			100%	100%	7/16-8/15	1-Jul
4-Sep	100%	100%	100%		100%	100%			100%	100%		1-Jul
17-Sep	100%				0%	0%					20-Sep-2013	
12-Sep			100%		0%	0%			100%			4-Sep
29-Aug	40%	0%	0%		0%	0%						29-Aug
6-Sep	75%	90%	100%		100%	100%						26-Jul
17-Sep	75%				0%	0%						25-Jul
6-Sep	100%	100%	100%		100%	100%			100%			
11-Sep					0%				100%			12-Aug
5-Sep			100%		0%	0%			100%	100%		2-Jul
9-Sep	50%	100%	100%		20%	20%			100%		7/22-7/26	26-Aug
19-Sep		0%			0%	0%			0%	0%		
9-Sep	100%	100%	100%	100%	100%	100%			100%	100%	21-Aug-2013	2-Jul
6-Sep			0%		0%	0%						
	0%	0%	0%		0%	0%			0%	0%		
13-Sep	100%	95%	100%		100%	100%					30-Aug-2013	
	100%	75%	75%		0%	60%				0%	19-Sep-2013	
20-Sep										0%		
11-Sep	75%				20%							28-Jun
16-Sep			0%		0%	0%						
16-Sep		0%	0%			20%					7/8-7/12	11-Sep
	100%	90%	100%		100%	100%			100%	0%		
12-Sep			100%		20%				100%	100%		
4-Sep	100%	90%	0%		100%	100%						
12-Sep	100%	75%	100%		0%	60%						4-Sep
	40%	0%	0%		0%	0%			0%	0%		
	50%					0%		0%	100%	0%		
6-Sep	100%	100%	100%		100%	100%			100%		15-Sep-2013	
12-Sep			100%		0%	0%					7/22-7/28	
6-Sep	0%		0%		0%	0%						
11-Sep		0%	0%	0%	0%	0%					7/15/1/19	
10-Sep			100%		0%				100%	100%		
	100%	90%	0%		0%	0%			0%	0%		1-Jul
	100%	90%	90%		100%	100%				0%	1-Aug-2013	
13-Sep	100%	95%	95%		100%	100%				0%	30-Aug-2013	9-Aug
3-Sep					0%	15%			100%	100%		
10-Sep		100%	100%		0%	0%			100%			
		0%	0%		0%	0%			0%	0%		
		0%	0%		0%	0%			0%	0%		
			0%		0%	0%			0%	0%		
11-Sep	100%	95%	100%		0%	100%			100%		1-Nov-2013	6-Sep
11-Sep	90%	0%	100%		0%	0%			100%			
6-Sep	100%	100%	100%		100%	100%						15-Aug
6-Sep	100%	0%	100%		0%	0%			100%	100%		
9-Sep	30%		100%		0%	0%					13-Sep-2013	
5-Sep	100%				100%	0%			100%	100%		5-Sep

Site Visits		ORR	HUB MFA	Comments		
SphereCom	IRS	ORR	HUB MFA		9/16-9/20	9/23-9/27
	28-Aug			9/17 - ISA's in review & POA&M needs to be updated		
				9/13- Had phone call with AK and 3rd party assessor about requirements for POA&M and SAR. Also sent Catalog of MARS-E and SAR template		
		23-Aug	Yes	ATC Package submitted to ISSO for Review and Approval 9/17	✓	
		23-Sep				
	16-Jul	9-Sep	No	ATC Package submitted to ISSO for Review and Approval 9/17	✓	
				9/6- Sent email inquiring status of A-ISA to Rachel Pittenger		
				9/17- Phone call will Rachel to discuss outstanding issues		
14-Apr	18-Jul	3-Sep	No	9/16- Sent email inquiring signature status of M-ISA, A-ISA, SAR and POA&M to Bill Jenkins		
				9/16- Bill acknowledged my request for statuses. He sent update 9/17.		
19-Jun		22-Aug	No	9/17 - Obtaining update for High Findings and overall POA&Ms for resubmission to CMS ATC authority		
				Completed		
17-Jun	13-Aug		Maybe	9/16 - Sent e-mail for update status of ISA's, SAR and POA&M to Victor Iwugo		
		17-Sep				
			Yes			
10-Dec	5-Sep	11-Sep	Yes	9/13- Sent Tim Lundy POA&M and SAR template		
				9/16- Sent email inquiring signature status of M-ISA and A-ISA to Landis Rossi		
				9/17 - BAH Review Complete - need to check comments		
	8-Oct	24-Sep				
5-Jun	1-Aug		Yes			
		17-Sep				
		26-Aug	Yes	9/17 - ISA's currently in review		
10-Jun	17-Jul	9-Sep	Yes	9/17 - Sent ISA checklists to Scott Margolies, updates are in process.		
				9/17 - BAH Review		
24-Jun	13-Aug	4-Sep	Yes	9/17 - working on updating ISAs, POAM in internal review - will be uploaded to CALT by CMB 9/18		
			No			
		28-May				
25-Jun	30-Jul	4-Sep	Yes		✓	
				9/17 - SAR & POA&M on track for 9/27 & ISA's in review		
				No communication		
3-Jun	24-Jul		Maybe	ATC Package submitted to ISSO for Review and Approval 9/17	✓	
		19-Sep				
27-Jun	8-Aug	10-Sep	No			
				9/17 - ISA's currently in review		
28-May		5-Sep	No	9/17 - Awaiting signatures of ISAs for resubmission expected 9/18	✓	
				9/16- Confirmed remaining security items with Rick Edwards		
3-Jun	15-Aug	11-Sep		9/17 - Third Party Assessment underway - Final SAR expected 11/1 - Test Plan loaded to CALT		
		29-Aug				
14-May	25-Jul	26-Aug	No	ATC Package submitted to ISSO for Review and Approval 9/17	✓	
		28-Aug	No	9/13- Sent email inquiring status of POA&M to Barbra Grofe		

[illegible]

[illegible]

Status Options

No security documentation received
Awaiting signed M-ISA
Awaiting signed A-ISA
Awaiting both signed M-ISA and A-ISA
M-ISA requires modification
A-ISA requires modification
M-ISA and A-ISA requires modification
Awaiting SSP
Awaiting POA&M
Awaiting SAR
Awaiting POA&M and SAR
Awaiting POA&M, SAR and ISAs
SSP Incomplete
Security documentation in review
Assembling ATC Package
ATC Package Submitted; Awaiting results
ATC Approved
ATC Denied

Message

From: Ryan Brewer [rbrewer@grayscout.com]
Sent: 9/18/2013 3:50:19 PM
To: Fryer, Teresa M. (CMS/OIS) [redacted] NotResp
[redacted] NotResp
Subject: Fwd: FW: Security Standards in 155.260(b) revisions
Attachments: MARS-E Foreword.docx; Preamble and Reg Text 155 260(b)_09172013_clean.docx;
155_260(a)(1)_9_16_draft_clean.docx

FYI - I am working with Erik on this subject and we both will dial in.

Ryan

----- Forwarded message -----

From: Jun, Eva T. <ejun@mitre.org>
Date: Wed, Sep 18, 2013 at 11:34 AM
Subject: FW: Security Standards in 155.260(b) revisions
To: "Ryan Brewer (rbrewer@grayscout.com)" <rbrewer@grayscout.com>
Cc: "Schankweiler, Thomas W. (CMS/OIS)" <thomas.schankweiler@cms.hhs.gov>

Ryan,

There is a meeting with CCIIO and OGC on this matter at noon today. I'll forward to you the meeting invitation.

Eva Jun

Principal Infosec Engineer

MITRE Corporation

703-983-5712

(Cell) [redacted] (b)(6)

From: Jun, Eva T.
Sent: Wednesday, September 18, 2013 10:43 AM
To: 'Cassidy, Julia E. (CMS/CCIIO)'; Fickett, Donna H; Schankweiler, Thomas W. (CMS/OIS); McLean, Rogelyn (OS/OGC)
Subject: RE: Security Standards in 155.260(b) revisions

Julia,

Thank you for initiating this discussion. Attached is the Foreword in the first volume of the MARS-E document. These minimum acceptable risk security standards were meant for all Administering Entities.

Would you mind spending some time at this session on "getting back to the basics" of the regulatory framework (current and proposed) for privacy and security governance?

- Regulatory authority to set minimum acceptable privacy and security standards (I understand it is the responsibility for exchanges to establish their own standards)
- Does the authority cover Exchanges only? What mechanism will be used to govern Administering Entities?
- What is CMS's obligation and authority for overseeing the privacy and security of Exchanges? Non-Exchanges?

Thanks.

Eva

From: Cassidy, Julia E. (CMS/CCIIO) [<mailto:Julia.Cassidy@cms.hhs.gov>]

Sent: Tuesday, September 17, 2013 10:10 AM

To: Jun, Eva T.; Fickett, Donna H; Schankweiler, Thomas W. (CMS/OIS); McLean, Rogelyn (OS/OGC)

Subject: RE: Security Standards in 155.260(b) revisions

Hi Eva,

(b)(5)

Thanks,

Julia

Julia E. Cassidy

301-492-4412

From: Jun, Eva T. [mailto:ejun@mitre.org]

Sent: Tuesday, September 17, 2013 8:41 AM

To: Cassidy, Julia E. (CMS/CCIO); Fickett, Donna H; Schankweiler, Thomas W. (CMS/OIS); McLean, Rogelyn (OS/OGC)

Subject: RE: Security Standards in 155.260(b) revisions

Julia,

Can you provide us a draft of the proposed the reg? Thanks.

Eva

-----Original Appointment-----

From: Cassidy, Julia E. (CMS/CCIO) [mailto:Julia.Cassidy@cms.hhs.gov]

Sent: Monday, September 16, 2013 9:49 PM

To: Fickett, Donna H; Jun, Eva T.; Schankweiler, Thomas W. (CMS/OIS); McLean, Rogelyn (OS/OGC)

Subject: Security Standards in 155.260(b) revisions

When: Wednesday, September 18, 2013 12:00 PM-12:30 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Call-in below

Hi all,

Wanted to get everyone together to discuss the concern that Eva listed out below:

(b)(5)

Thanks,

Julia

Julia Cassidy invites you to an online meeting using **NotResp**

Meeting Number: **(b)(6)**

Meeting Password: This meeting does not require a password.

Audio conference information

1. Please call the following number:

NotResp **(b)(6)**

2. Follow the instructions you hear on the phone.

You **NotResp** Meeting Number **(b)(6)**

To join from the Baltimore, Chicago, or Kansas City offices

1. Dial ext **(b)(6)**

2. Enter the Meeting Number: **(b)(6)**

To join this meeting online

1. Go to NotResp
2. If requested, enter your name and email address.
3. If a password is required, enter the meeting password: This meeting does not require a password.
4. Click "Join".
5. Follow the instructions that appear on your screen.

--
C. Ryan Brewer GCIH, C|CISO, CISSP

Principal

GrayScout LLC

Tel/Ofc: +1 202-904-2220 | Mobile: 1 (b)(6)

rbrewer@grayscout.com | www.grayscout.com

(b)(5)

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(b)(5)

(b)(5)

REGULATORY AMENDMENT

(b)(5)

(b)(5)

§ 155.260 Privacy and security of personally identifiable information.

(b)(5)

(b)(5)

(b)(5)

(b)(5)

(b)(5)

(b)(5)

Message

From: Mellor, Michael (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp
Sent: 9/18/2013 7:11:35 PM
To: King, Jason C. (CMS/OIS); [Redacted] NotResp; Fryer, Teresa M. (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp; Toomey, Jacqueline S.(CMS/OIS); [Redacted] NotResp
[Redacted] NotResp
Subject: RE: FFM / HIX A Blue Canopy

(b)(5)

From: King, Jason C. (CMS/OIS)
Sent: Wednesday, September 18, 2013 11:24 AM
To: Fryer, Teresa M. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS)
Cc: Mellor, Michael (CMS/OIS)
Subject: FFM / HIX A Blue Canopy

(b)(5)

Jason King
Division of Information Security Policy and Compliance (DISPC)
Enterprise Information Security Group (EISG)
Centers for Medicare & Medicaid Services
PH: (410) 786-7578
<http://www.cms.hhs.gov/informationsecurity/>
Contact EISG at CISO@cms.hhs.gov

Message

From: Ryan Brewer [rbrewer@grayscout.com]
Sent: 9/18/2013 7:00:18 PM
To: Fryer, Teresa M. (CMS/OIS) [redacted] NotResp
[redacted] NotResp
CC: Jones, Paul (CMS/CTR) [redacted] NotResp Cording,
Kristina (CMS/OIS) [redacted] NotResp
Subject: Re: FW: Risk acceptance doc
Attachments: Risks associated with FFM RA v1.docx; hhs_policy_waiver_word_20110729.docx; 130916 FFM identity proofing risk acceptance RB.docx
Flag: Follow up

Hi Teresa,

The following is a proposed response for the Risk Acceptance.

(b)(5)

On Tue, Sep 17, 2013 at 3:46 PM, Fryer, Teresa M. (CMS/OIS) <Teresa.Fryer@cms.hhs.gov> wrote:

Here is a risk acceptance sent by CCIIO for the manual method of remote identity proofing. Please review and provide your feedback, as well as our recommendation to Senior Leadership on accepting this level of risk. If possible, please have this back by COB tomorrow. If this is not possible, please let me know.

Thanks,

Teresa

From: Carter, Cathy T. (CMS/OIS)
Sent: Tuesday, September 17, 2013 1:14 PM
To: Trenkle, Tony (CMS/OIS); King, Terris (CMS/OIS); Fryer, Teresa M. (CMS/OIS)
Cc: Richardson, Marc D. (CMS/OIS); Gass, Carole F. (CMS/OIS)
Subject: FW: Risk acceptance doc

Here is what cciiio sent

From: Richardson, Marc D. (CMS/OIS)
Sent: Monday, September 16, 2013 11:32 PM
To: Carter, Cathy T. (CMS/OIS); Gass, Carole F. (CMS/OIS)
Subject: FW: Risk acceptance doc

From: Grothe, Kirk A. (CMS/OIS)
Sent: Monday, September 16, 2013 3:50 PM
To: Richardson, Marc D. (CMS/OIS)
Subject: FW: Risk acceptance doc

Fyi.

Kirk Grothe, PMP®

Deputy Group Director, Consumer Information and Insurance Systems Group

Office of Information Services

Centers for Medicare and Medicaid Services

Phone: (301) 492-4377

Mobile: (b)(6)

kirk.grothe@cms.hhs.gov

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From: Kerr, James T. (CMS/CMHPO)
Sent: Monday, September 16, 2013 12:13 PM
To: Chao, Henry (CMS/OIS)
Cc: Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS); Lorenz, Samara A. (CMS/CCIIO)
Subject: FW: Risk acceptance doc

Henry, Please review and advise if this can be used to take the next step. Thanks, Jim

James T. Kerr

James T. Kerr, acting Deputy Director, Operations, CCIIO and Consortium Administrator CMHPO | Centers for Medicare and Medicaid Services | phone:[301-492-4124](tel:301-492-4124)

From: Walker, Benjamin L. (CMS/CCIIO)
Sent: Monday, September 16, 2013 11:33 AM
To: Kerr, James T. (CMS/CMHPO)
Cc: Deboy, Alissa M. (CMS/CCIIO); Roche, Jacqueline R. (CMS/CCIIO)
Subject: RE: Risk acceptance doc

Hi Jim,

See attached. Please let me know if you have any questions, or if you are comfortable with it.

Thanks,

Ben

From: Kerr, James T. (CMS/CMHPO)
Sent: Monday, September 16, 2013 5:39 AM
To: Walker, Benjamin L. (CMS/CCIIO)
Cc: Deboy, Alissa M. (CMS/CCIIO); Roche, Jacqueline R. (CMS/CCIIO)
Subject: RE: Risk acceptance doc

OK thx

James T. Kerr

James T. Kerr, acting Deputy Director, Operations, CCIIO and Consortium Administrator CMHPO | Centers for Medicare and Medicaid Services | phone: 301-492-4124

From: Walker, Benjamin L. (CMS/CCIIO)
Sent: Sunday, September 15, 2013 11:56 PM
To: Kerr, James T. (CMS/CMHPO)
Cc: Deboy, Alissa M. (CMS/CCIIO); Roche, Jacqueline R. (CMS/CCIIO)
Subject: Risk acceptance doc

Hi Jim,

I just wanted to let you know that I just wrapped up the first draft of the risk acceptance document. After Jackie has an opportunity to take a look, we will send it your way.

Thanks,

Ben

--

C. Ryan Brewer GCIH, C|CISO, CISSP
Principal

GrayScout LLC

Tel/Ofc: +1 202-904-2220 | Mobile: 1+

(b)(6)

rbrewer@grayscout.com | www.grayscout.com

Message

From: Outerbridge, Monique (CMS/OIS); [NotResp]
[NotResp]

Sent: 9/19/2013 2:30:30 PM

To: Trudel, Karen (CMS/OIS); [NotResp]
[NotResp]; Manaras, George C. (CMS/OIS); [NotResp]
[NotResp]; Radcliffe, Glenn D. (CMS/OIS); [NotResp]
[NotResp]; Chao, Henry (CMS/OIS); [NotResp]
[NotResp]; Grothe, Kirk A. (CMS/OIS); [NotResp]
[NotResp]; Miller, Kyle (CMS/OIS); [NotResp]
[NotResp]

CC: Simons, Kingsley L. (CMS/OIS); [NotResp]
[NotResp]; Hogle, Mark P. (CMS/OIS); [NotResp]
[NotResp]; Peel, Nydia M. (CMS/OIS); [NotResp]
[NotResp]; Shahegh, Yousef (CMS/OIS)
[NotResp]; Linares, George E. (CMS/OIS)
[NotResp]; Feuerberg, Lisa A. (CMS/OIS); [NotResp]
[NotResp]; Wager, Mary B. (CMS/OIS); [NotResp]
[NotResp]; Paine, Helen (CMS/OIS); [NotResp]
[NotResp]; Benning, Paul B. (CMS/OIS); [NotResp]
[NotResp]; Katz, Jill S. (CMS/OIS); [NotResp]
[NotResp]; Robinson, Carolyn E. (CMS/OIS)
[NotResp]; Tierney, Janet L. (CMS/OIS)
[NotResp]; Murray, Ruairi S. (CMS/OIS); [NotResp]
[NotResp]

Subject: RE: MDM support for the Marketplace

(b)(5)

From: Trudel, Karen (CMS/OIS)
Sent: Thursday, September 19, 2013 10:25 AM
To: Manaras, George C. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Radcliffe, Glenn D. (CMS/OIS); Chao, Henry (CMS/OIS); Grothe, Kirk A. (CMS/OIS); Miller, Kyle (CMS/OIS)
Cc: Simons, Kingsley L. (CMS/OIS); Hogle, Mark P. (CMS/OIS); Peel, Nydia M. (CMS/OIS); Shahegh, Yousef (CMS/OIS); Linares, George E. (CMS/OIS); Feuerberg, Lisa A. (CMS/OIS); Wager, Mary B. (CMS/OIS); Paine, Helen (CMS/OIS); Benning, Paul B. (CMS/OIS); Katz, Jill S. (CMS/OIS); Robinson, Carolyn E. (CMS/OIS); Tierney, Janet L. (CMS/OIS)
Subject: RE: MDM support for the Marketplace

So, should we amend the candidate list accordingly, or do you want to go forward with the entire list of 8 CRs

(b)(5)

(b)(5)

From: Manaras, George C. (CMS/OIS)

Sent: Thursday, September 19, 2013 10:22 AM

To: Outerbridge, Monique (CMS/OIS); Trudel, Karen (CMS/OIS); Radcliffe, Glenn D. (CMS/OIS); Chao, Henry (CMS/OIS); Grothe, Kirk A. (CMS/OIS); Miller, Kyle (CMS/OIS)

Cc: Simons, Kingsley L. (CMS/OIS); Hogle, Mark P. (CMS/OIS); Peel, Nydia M. (CMS/OIS); Shahegh, Yousef (CMS/OIS); Linares, George E. (CMS/OIS); Feuerberg, Lisa A. (CMS/OIS); Wager, Mary B. (CMS/OIS); Paine, Helen (CMS/OIS); Benning, Paul B. (CMS/OIS); Katz, Jill S. (CMS/OIS); Robinson, Carolyn E. (CMS/OIS); Tierney, Janet L. (CMS/OIS)

Subject: Re: MDM support for the Marketplace

In a meeting with Monique and Kirk we conducted the analysis and agreed that these 3 CRs would be the most meaningful within the time frames and capabilities required.

George Manaras

Director Division Data Enterprise Services

Desk: 410-786-1163

Cell: (b)(6)

From: Outerbridge, Monique (CMS/OIS)

Sent: Thursday, September 19, 2013 10:18 AM

To: Trudel, Karen (CMS/OIS); Radcliffe, Glenn D. (CMS/OIS); Chao, Henry (CMS/OIS); Grothe, Kirk A. (CMS/OIS); Miller, Kyle (CMS/OIS)

Cc: Simons, Kingsley L. (CMS/OIS); Hogle, Mark P. (CMS/OIS); Peel, Nydia M. (CMS/OIS); Manaras, George C. (CMS/OIS); Shahegh, Yousef (CMS/OIS); Linares, George E. (CMS/OIS); Feuerberg, Lisa A. (CMS/OIS); Wager, Mary B. (CMS/OIS); Paine, Helen (CMS/OIS); Benning, Paul B. (CMS/OIS); Katz, Jill S. (CMS/OIS); Hogle, Mark P. (CMS/OIS); Robinson, Carolyn E. (CMS/OIS); Tierney, Janet L. (CMS/OIS)

Subject: RE: MDM support for the Marketplace

When is the meeting? Based on the meeting we had with EDG this was what we thought was helpful initially.

From: Trudel, Karen (CMS/OIS)

Sent: Thursday, September 19, 2013 10:06 AM

To: Outerbridge, Monique (CMS/OIS); Radcliffe, Glenn D. (CMS/OIS); Chao, Henry (CMS/OIS); Grothe, Kirk A. (CMS/OIS); Miller, Kyle (CMS/OIS)

Cc: Simons, Kingsley L. (CMS/OIS); Hogle, Mark P. (CMS/OIS); Peel, Nydia M. (CMS/OIS); Manaras, George C. (CMS/OIS); Shahegh, Yousef (CMS/OIS); Linares, George E. (CMS/OIS); Feuerberg, Lisa A. (CMS/OIS); Wager, Mary B. (CMS/OIS); Paine, Helen (CMS/OIS); Benning, Paul B. (CMS/OIS); Katz, Jill S. (CMS/OIS); Hogle, Mark P. (CMS/OIS); Robinson, Carolyn E. (CMS/OIS); Tierney, Janet L. (CMS/OIS)

Subject: RE: MDM support for the Marketplace

This is very timely, as we will be discussing the MDM operating plan with the SSIOC at their next meeting on Monday (9/23). Would like to clarify some points:

1. This request covers only three CRs (#5, 6. And 12). The candidate list I got from EDG included an additional five CRs (#7 through 11). Are those still needed in FY 2014?

2. (b)(5)

It would be really helpful to have someone from CIISG to attend the SSIOC meeting and explain this stuff. If someone can attend we will forward the appointment.

From: Outerbridge, Monique (CMS/OIS)

Sent: Thursday, September 19, 2013 9:45 AM

To: Radcliffe, Glenn D. (CMS/OIS); Chao, Henry (CMS/OIS); Grothe, Kirk A. (CMS/OIS)

Cc: Simons, Kingsley L. (CMS/OIS); Hogle, Mark P. (CMS/OIS); Peel, Nydia M. (CMS/OIS); Manaras, George C. (CMS/OIS); Shahegh, Yousef (CMS/OIS); Linares, George E. (CMS/OIS); Feuerberg, Lisa A.(CMS/OIS); Wager, Mary B. (CMS/OIS); Paine, Helen (CMS/OIS); Benning, Paul B.(CMS/OIS); Katz, Jill S. (CMS/OIS); Trudel, Karen (CMS/OIS); Hogle, Mark P. (CMS/OIS); Robinson, Carolyn E. (CMS/OIS); Tierney, Janet L. (CMS/OIS)

Subject: RE: MDM support for the Marketplace

(b)(5)

Monique

From: Radcliffe, Glenn D. (CMS/OIS)

Sent: Thursday, September 19, 2013 9:28 AM

To: Chao, Henry (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS)

Cc: Simons, Kingsley L. (CMS/OIS); Hogle, Mark P. (CMS/OIS); Peel, Nydia M. (CMS/OIS); Manaras, George C. (CMS/OIS); Shahegh, Yousef (CMS/OIS); Linares, George E. (CMS/OIS); Feuerberg, Lisa A.(CMS/OIS); Wager, Mary B. (CMS/OIS); Paine, Helen (CMS/OIS); Benning, Paul B.(CMS/OIS); Katz, Jill S. (CMS/OIS); Trudel, Karen (CMS/OIS); Hogle, Mark P. (CMS/OIS)

Subject: MDM support for the Marketplace

Henry, Monique, Kirk,

The CIISG Data Services and EDG MDM teams have arrived at a recommendation for near-term MDM support for the Marketplace. Three MDM change requests (CRs) have been identified to improve Call Center support by providing more complete Plan data.

CR #	Release	Contract	CR Description
5	R4	EDSC	MP – HIOS Plan/Issuer Data Load to MDM
6	R4	EDSC	MP – FFM Plan/Issuer Data Load to MDM
12	R4	FET/EDSC	MP – Requirements: Call Center Support & HICS Support

(b)(5)

To move forward with this work, we are requesting:

- Executive approval (Henry and Monique)
- Recommendation for funding source

Rationale for CRs:

- Provides a more complete, consolidated QHP and non-QHP Plan data to Call Center and HICs via MDM.
- Supports the long term need for an universal view of plans.
- Complements the 2014 processing schedule for Marketplace Plan / Issuer data.

EDG is preparing to present the three Marketplace-focused CRs to their change control body. A response by **Friday, September 20th** is requested.

Thanks.

Glenn Radcliffe

Division of State Marketplace and Data Services

Consumer Information & Insurance Systems Group

Office of Information Services - Centers for Medicare & Medicaid Services

U.S. Department of Health & Human Services

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Mercury
Performance Center

Running Vusers

Title: Running Vusers

Graph data in Excel
format

Current Results:

Filters: Vuser Status = (Run)

Group By:

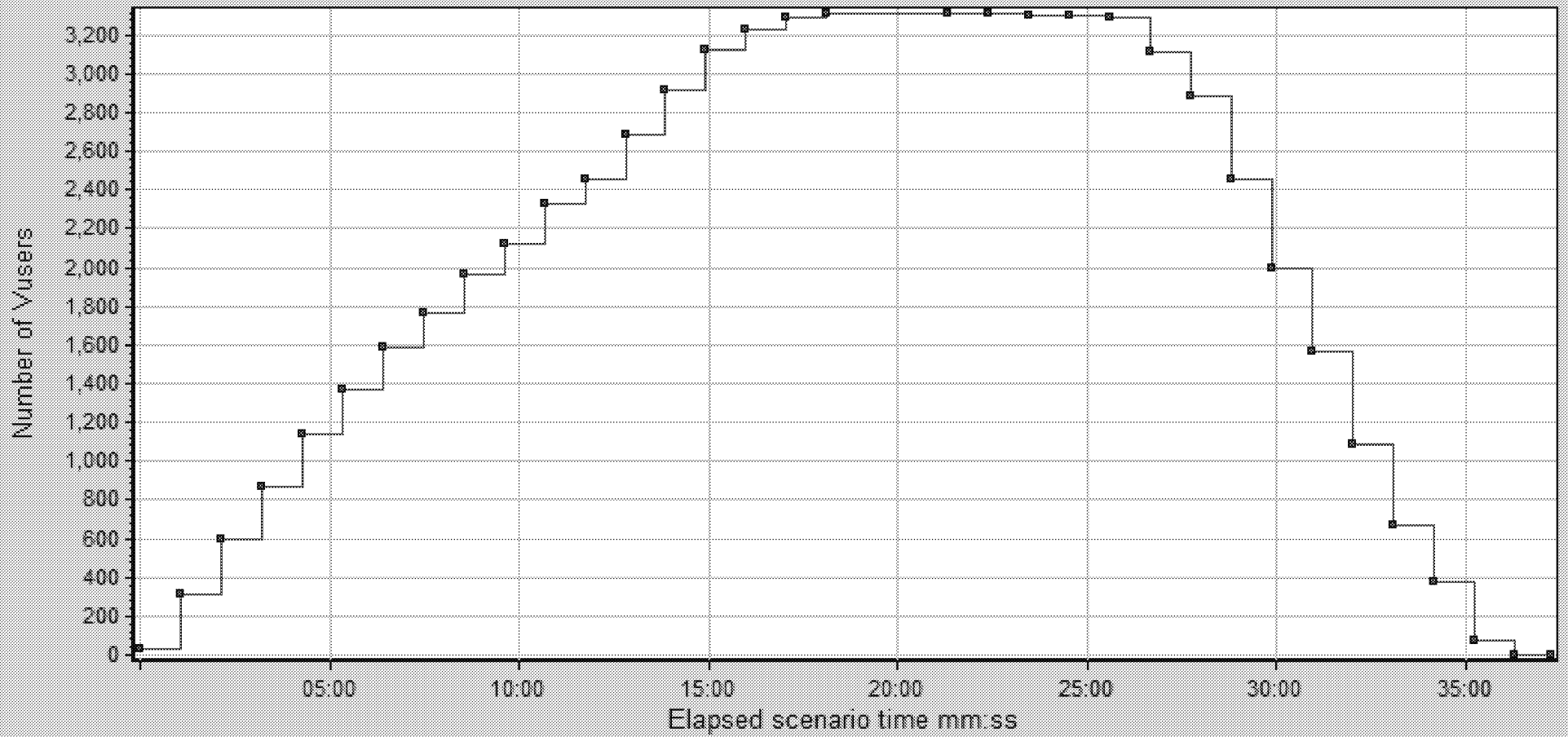
Granularity: 64 Seconds

☒ Running Vusers Graph

Color	Scale	Measurement	Graph Minimum	Graph Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	Run	0.000	1,936.147	3,312.000	2,123.000	1,173.682

Description: Displays the number of Vusers that executed Vuser scripts, and their status, during each second of a load test. This graph is useful for determining the Vuser load on your server at any given moment.

Running Vusers



Relative Time	Run
00:00	33
01:04	314
02:08	593
03:12	867
04:16	1,141
05:20	1,373
06:24	1,584
07:28	1,763
08:32	1,961
09:36	2,123
10:40	2,327
11:44	2,455
12:48	2,688
13:52	2,920
14:56	3,121
16:00	3,228
17:04	3,288
18:08	3,312
21:20	3,311
22:24	3,308
23:28	3,303
24:32	3,299
25:36	3,288
26:40	3,118
27:44	2,881
28:48	2,456
29:52	1,999
30:56	1,568
32:00	1,091
33:04	665
34:08	373
35:12	78
36:16	0
37:20	0

Vuser Summary

Title: Vuser Summary

Graph data in Excel
format

Current Results:

Filters: None

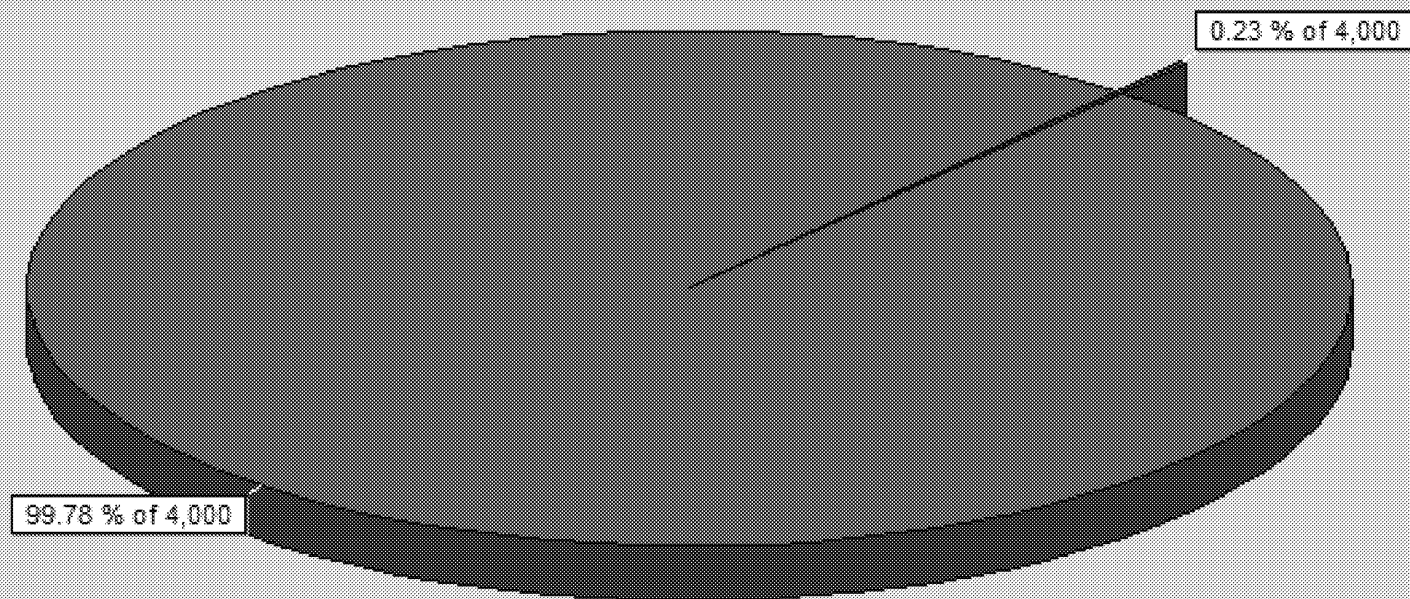
Group By:

☒ Vuser Summary Graph

Color	Scale	Measurement	Graph Average
	1	Failed	3,991.000
	1	Passed	9.000

Description: Displays the number of Vusers that completed their run successfully, stopped their run, or ended with errors.

Vuser Summary



Vuser End Status	Number of Vusers
Failed	3,991
Passed	9

HTTP Responses per Second

Title: HTTP Responses per Second

Graph data in Excel
format

Current Results:

Filters: None

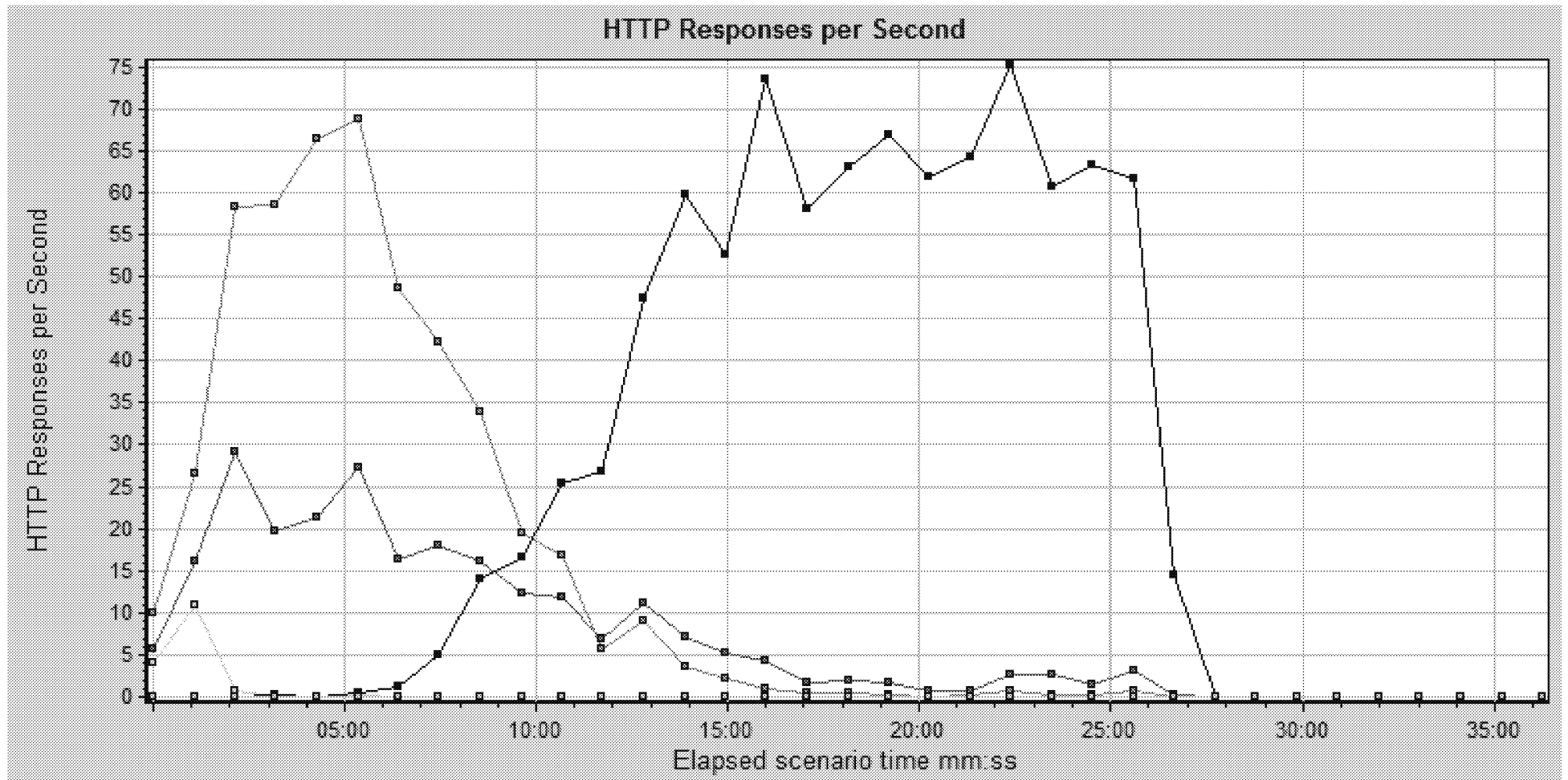
Group By:

Granularity: 64 Seconds

☒ HTTP Responses per Second Graph

Color	Scale	Measurement	Graph Minimum	Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	HTTP_200	0.000	13.577	68.719	0.625	21.686
	1	HTTP_302	0.000	7.022	29.141	2.641	8.387
	1	HTTP_400	0.000	0.452	10.875	0.000	1.910
	1	HTTP_403	0.000	26.127	75.156	14.031	28.877
	1	HTTP_500	0.000	0.003	0.094	0.000	0.016

Description: Displays the number of the different HTTP status codes returned from the Web server during each second of the load test.



Relative Time	HTTP_200	HTTP_302	HTTP_400	HTTP_403	HTTP_500
00:00	9.859	5.781	4	0.016	0
01:04	26.656	16.125	10.875	0	0
02:08	58.297	29.141	0.75	0.047	0
03:12	58.609	19.688	0	0.125	0
04:16	66.5	21.422	0	0.109	0
05:20	68.719	27.266	0.156	0.484	0
06:24	48.594	16.328	0	1.297	0
07:28	42.281	18.031	0	5.063	0
08:32	33.984	16.063	0	14.031	0
09:36	19.422	12.281	0	16.594	0
10:40	16.75	11.969	0	25.297	0
11:44	5.688	6.891	0	26.766	0
12:48	9.109	11.203	0	47.375	0.094
13:52	3.625	7.203	0	59.766	0
14:56	2.031	5.156	0	52.672	0
16:00	0.891	4.156	0	73.594	0
17:04	0.391	1.656	0	58.063	0
18:08	0.469	1.984	0	63.109	0
19:12	0.219	1.625	0	66.781	0
20:16	0.078	0.797	0	61.859	0
21:20	0.125	0.734	0	64.172	0
22:24	0.625	2.641	0	75.156	0
23:28	0.25	2.516	0	60.609	0
24:32	0.328	1.469	0	63.391	0
25:36	0.625	2.984	0	61.672	0
26:40	0.016	0.125	0	14.359	0
27:44	0	0	0	0	0
28:48	0	0	0	0	0
29:52	0	0	0	0	0
30:56	0	0	0	0	0
32:00	0	0	0	0	0
33:04	0	0	0	0	0
34:08	0	0	0	0	0
35:12	0	0	0	0	0
36:16	0	0	0	0	0

Host Resources

Title: Host Resources

Graph data in Excel
format

Current Results:

Filters: None

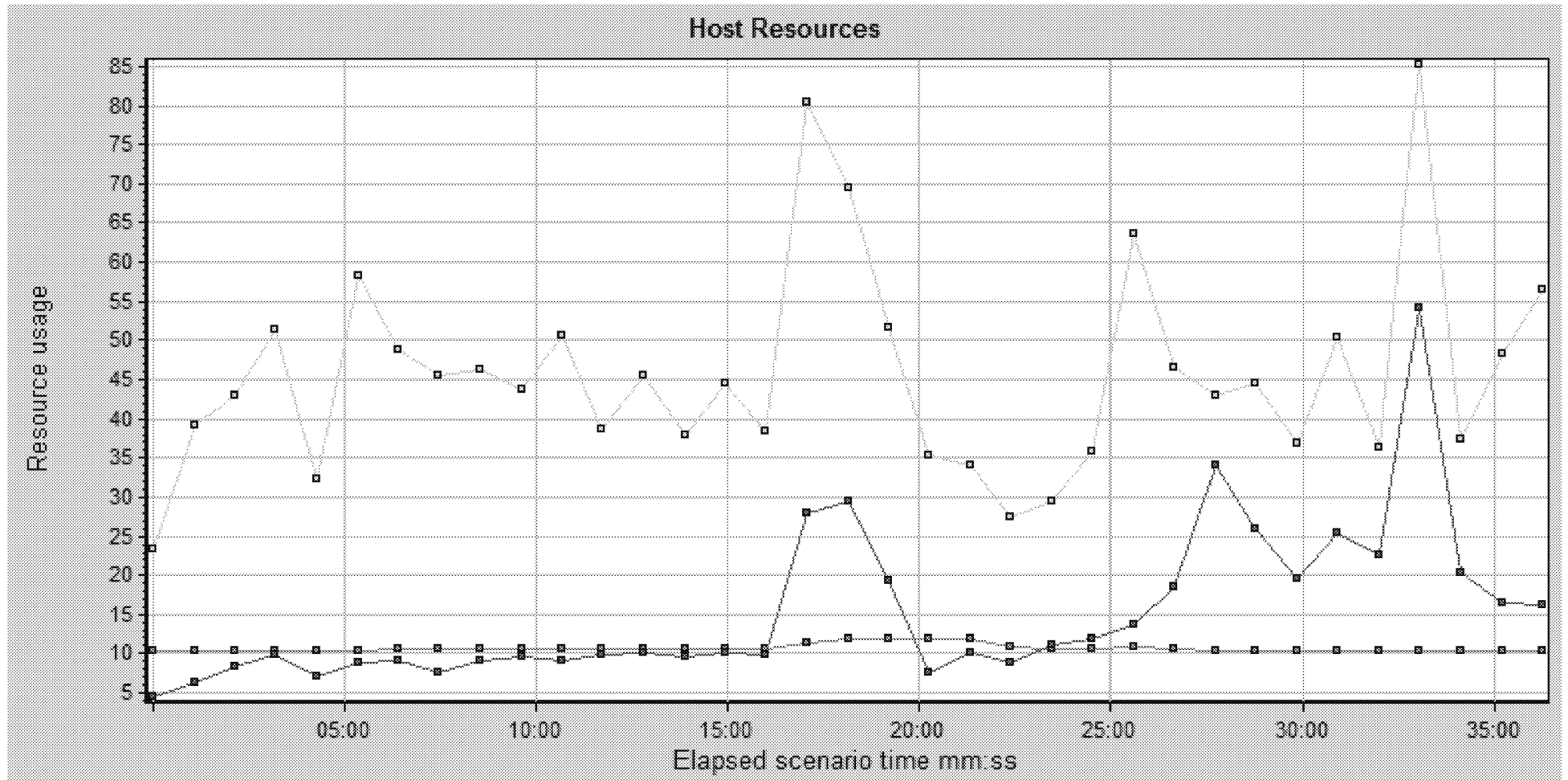
Group By:

Granularity: 64 Seconds

☒ Host Resources Graph

Color	Scale	Measurement	Graph's Minimum	Graph's Average	Graph's Maximum	Graph's Median	Graph's Std. Deviation
	1	% Committed Bytes In Use (Memory):conap367	10.324	10.678	11.976	10.496	0.494
	10	% Disk Time (PhysicalDisk _Total):conap367	0.450	1.520	5.428	1.014	0.996
	10	% Processor Time (Processor _Total):conap367	2.333	4.569	8.523	4.440	1.324

Description: Displays a summary of the System Resources usage for each Windows based Performance Center host (Controller and Load Generators).



Relative Time	% Committed Bytes In Use (Memory):conap367	% Disk Time (PhysicalDisk _Total):conap367
00:00	10.429	4.502
01:04	10.421	6.181
02:08	10.35	8.427
03:12	10.399	9.83
04:16	10.392	7.174
05:20	10.471	8.723
06:24	10.53	9.181
07:28	10.522	7.55
08:32	10.514	9.133
09:36	10.516	9.564
10:40	10.499	9.053
11:44	10.523	9.896
12:48	10.527	10.022
13:52	10.496	9.686
14:56	10.494	10.145
16:00	10.492	9.894
17:04	11.394	28.004
18:08	11.945	29.414
19:12	11.976	19.333
20:16	11.938	7.671
21:20	11.925	10.214
22:24	10.775	8.823
23:28	10.674	11.041
24:32	10.656	11.827
25:36	10.784	13.579
26:40	10.729	18.49
27:44	10.348	34.142
28:48	10.386	25.823
29:52	10.358	19.586
30:56	10.388	25.34
32:00	10.396	22.668
33:04	10.4	54.281
34:08	10.324	20.219
35:12	10.325	16.393
36:16	10.429	16.292

% Processor Time (Processor _Total):conap367

23.327
39.246
43.037
51.283
32.322
58.289
48.866
45.52
46.262
43.78
50.669
38.511
45.393
37.826
44.401
38.448
80.321
69.512
51.655
35.222
33.923
27.535
29.425
35.845
63.56
46.526
43.038
44.525
36.793
50.23
36.279
85.234
37.333
48.431
56.476

Error Statistics

Title: Error Statistics

Graph data in Excel
format

Current Results:

Filters: None

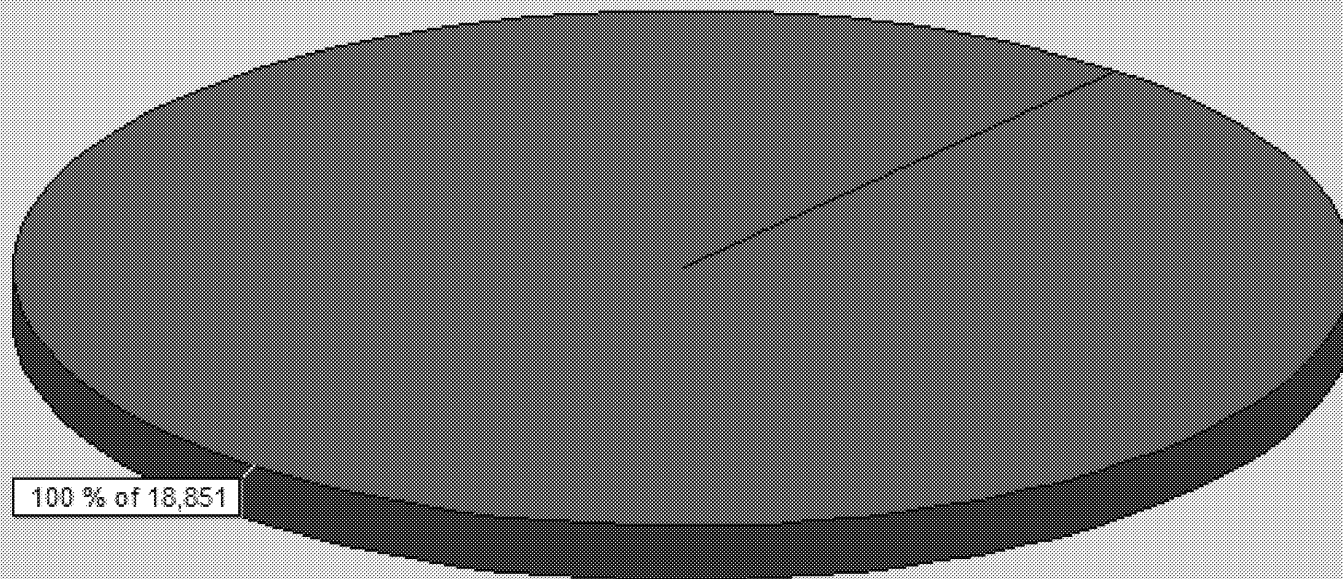
Group By:

☒ Error Statistics Graph

Color	Scale	Measurement	Graph Average
	1	Error -27492	18,851.000

Description: Displays the number of errors that accrued during the load test, grouped by error code.

Error Statistics



Error Type	Number of Errors
Error -27492	18,851

Transaction Summary

Title: Transaction Summary

Graph data in Excel
format

Current Results:

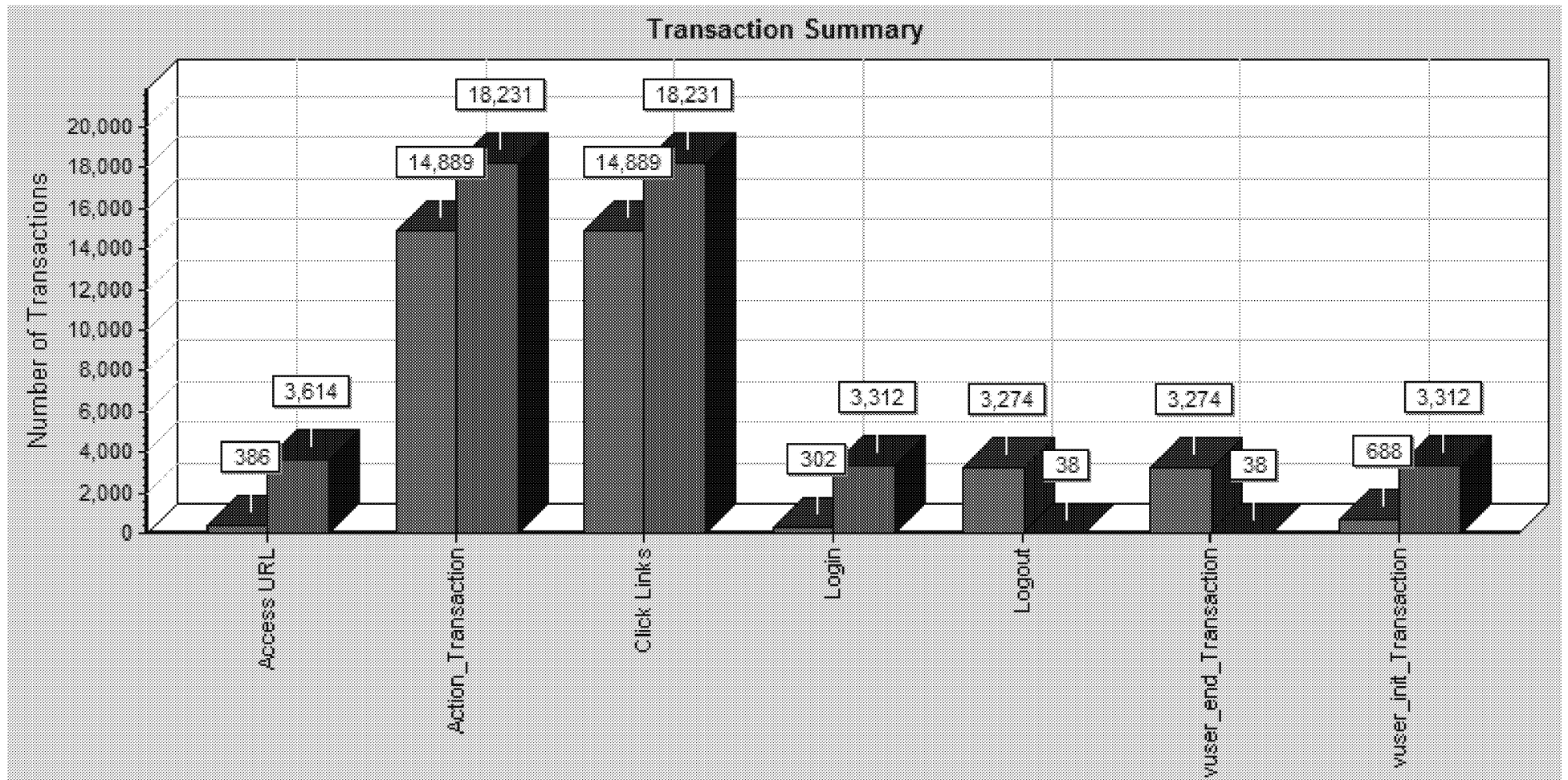
Filters: (do not Include Think Time)

Group By:

☒ Transaction Summary Graph

Color	Scale	Measurement
	1	Fail
	1	Pass

Description: Displays the number of transactions that passed, failed, stopped, or ended with errors.



Transaction Name	Fail	Pass
Access URL	386	3,614
Action_Transaction	14,889	18,231
Click Links	14,889	18,231
Login	302	3,312
Logout	3,274	38
vuser_end_Transaction	3,274	38
vuser_init_Transaction	688	3,312

Average Transaction Response Time

Title: Average Transaction Response Time

Current Results:

Filters: Transaction End Status = (Pass), (do not Include Think Time)

Group By:

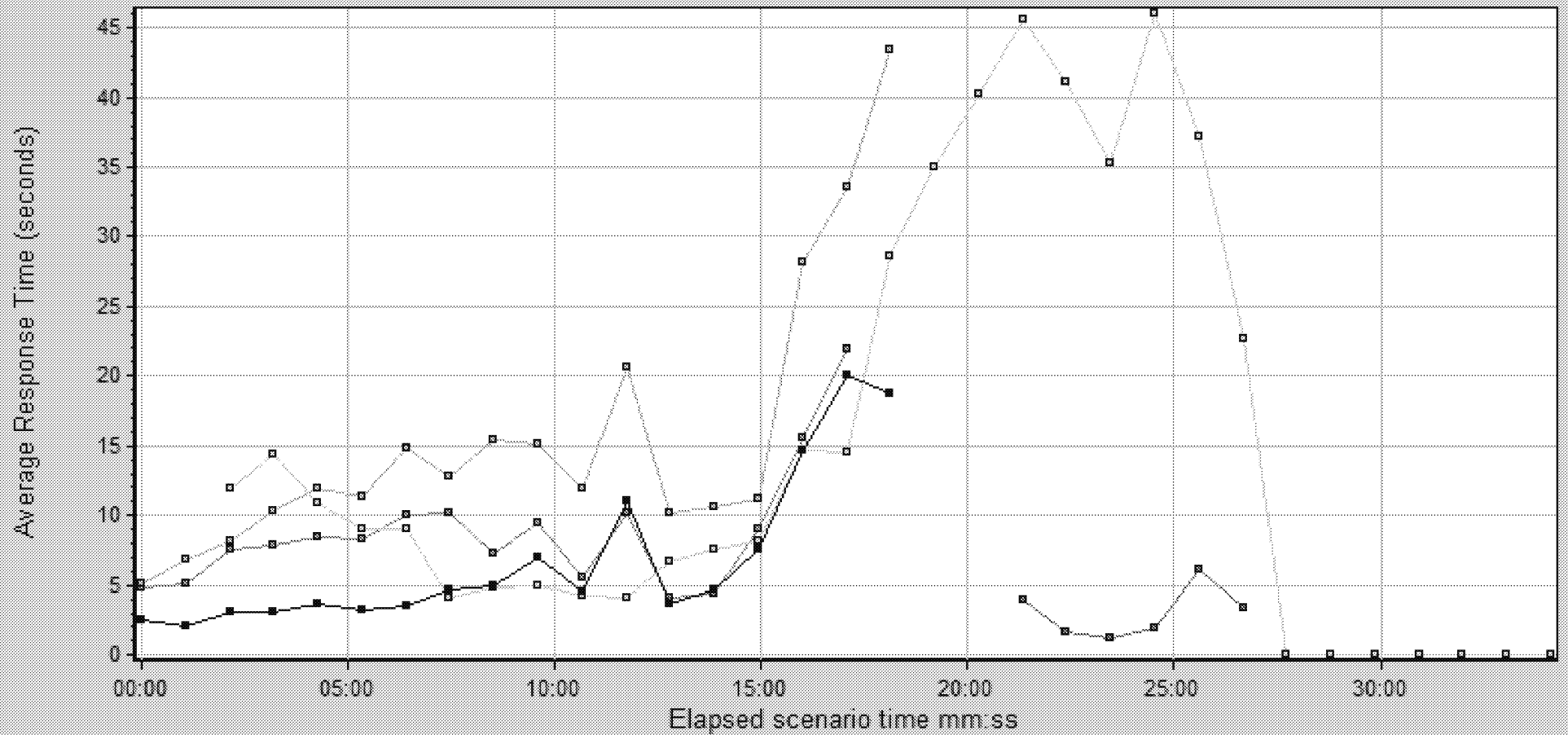
Granularity: 64 Seconds

☒ Average Transaction Response Time Graph

Color	Scale	Measurement	Graph's Minimum	Graph's Average	Graph's Maximum	Graph's Median	Graph's Std. Deviation
	1	Access URL	4.030	8.790	21.955	8.312	4.285
	1	Action_Transaction	0.002	14.864	46.048	9.011	15.222
	1	Click Links	0.002	14.864	46.048	9.011	15.222
	1	Login	2.107	6.793	20.003	4.641	5.425
	1	Logout	1.147	2.988	6.041	3.309	1.680
	1	vuser_end_Transaction	1.147	2.988	6.041	3.309	1.680
	1	vuser_init_Transaction	5.034	15.641	43.443	11.920	9.655

Description: Displays the average time taken to perform transactions during each second of the load test. This graph helps you determine whether the performance of the server is within acceptable minimum and maximum transaction performance time ranges defined for your system.

Average Transaction Response Time



Relative Time	Access URL	Action_Transaction	Click Links	Login	Logout	vuser_end_Transaction
00:00	4.802			2.427		
01:04	5.151			2.107		
02:08	7.506	11.944	11.944	3.057		
03:12	7.801	14.399	14.398	3.042		
04:16	8.422	10.853	10.853	3.609		
05:20	8.312	9.064	9.064	3.158		
06:24	9.986	9.011	9.011	3.471		
07:28	10.11	4.087	4.087	4.641		
08:32	7.229	4.762	4.762	5.004		
09:36	9.433	4.875	4.875	6.992		
10:40	5.592	4.192	4.191	4.445		
11:44	10.164	4.111	4.111	11.051		
12:48	4.03	6.639	6.639	3.577		
13:52	4.348	7.603	7.603	4.672		
14:56	9.015	8.126	8.126	7.579		
16:00	15.58	14.609	14.609	14.734		
17:04	21.955	14.505	14.505	20.003		
18:08		28.619	28.619	18.701		
19:12		35.074	35.074			
20:16		40.261	40.261			
21:20		45.668	45.668		3.966	3.966
22:24		41.134	41.134		1.648	1.648
23:28		35.281	35.281		1.147	1.147
24:32		46.048	46.048		1.819	1.819
25:36		37.168	37.168		6.041	6.041
26:40		22.734	22.734		3.309	3.309
27:44		0.003	0.002			
28:48		0.003	0.002			
29:52		0.002	0.002			
30:56		0.002	0.002			
32:00		0.002	0.002			
33:04		0.002	0.002			
34:08		0.003	0.002			

vuser_init_Transaction

5.034

6.883

8.183

10.291

11.92

11.277

14.844

12.78

15.455

15.096

11.868

20.679

10.202

10.672

11.242

28.124

33.544

43.443

Transaction Response Time (Percentile)

Title: Transaction Response Time (Percentile)

Current Results:

Filters: Transaction End Status = (Pass), (do not Include Think Time)

Group By:

☒ Transaction Response Time (Percentile) Graph

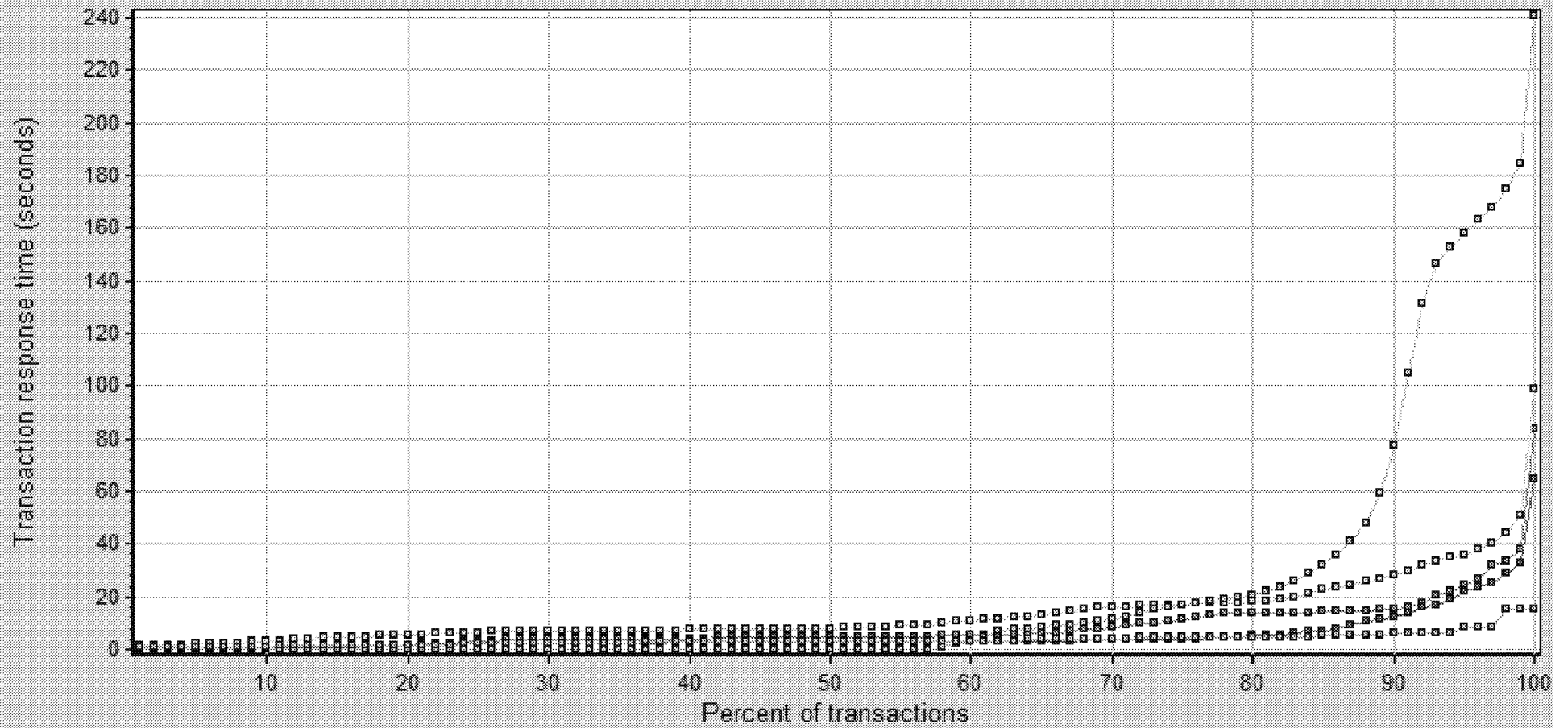
Color	Scale	Measurement	Graph Minimum	Graph Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	Access URL	0.543	8.246	83.720	4.543	10.582
	1	Login	0.532	5.422	64.942	2.832	8.515
	1	vuser init Transaction	1.316	13.384	99.089	8.078	13.288
	1	Click Links	0.001	22.780	240.841	0.004	49.549
	1	Action Transaction	0.001	22.781	240.842	0.004	49.549
	1	Logout	0.567	3.612	15.566	3.175	2.669
	1	vuser end Transaction	0.567	3.612	15.566	3.175	2.669

Description: Displays the percentage of transactions that were performed within a given time range. This graph helps you determine the percentage of transactions that meet the performance criteria defined for your system.

Graph data in Excel
format



Transaction Response Time (Percentile)



Percent of Transactions	Access URL	Login	vuser_init_Transaction	Click Links	Action_Transaction
1	0.543	0.532	1.316	0.001	0.001
2	0.571	0.555	1.489	0.003	0.003
3	0.589	0.571	1.619	0.003	0.003
4	0.614	0.585	1.843	0.003	0.003
5	0.655	0.604	1.993	0.003	0.003
6	0.758	0.637	2.182	0.003	0.003
7	0.816	0.71	2.351	0.003	0.003
8	0.911	0.788	2.505	0.003	0.003
9	0.951	0.824	2.664	0.003	0.003
10	0.998	0.849	2.946	0.003	0.003
11	1.077	0.877	3.237	0.003	0.003
12	1.197	0.907	3.624	0.003	0.003
13	1.293	0.93	4.033	0.003	0.003
14	1.394	0.954	4.233	0.003	0.003
15	1.491	0.994	4.435	0.003	0.003
16	1.586	1.036	4.676	0.003	0.003
17	1.646	1.156	4.831	0.003	0.003
18	1.715	1.25	4.966	0.003	0.003
19	1.761	1.323	5.115	0.003	0.003
20	1.895	1.406	5.35	0.003	0.003
21	2.029	1.571	5.535	0.003	0.003
22	2.174	1.707	5.739	0.003	0.003
23	2.398	1.952	5.915	0.003	0.003
24	2.673	2.155	6.143	0.003	0.003
25	3.136	2.333	6.364	0.003	0.003
26	3.386	2.41	6.491	0.003	0.003
27	3.555	2.459	6.554	0.003	0.003
28	3.711	2.485	6.613	0.003	0.003
29	3.807	2.516	6.664	0.003	0.003
30	3.867	2.543	6.718	0.003	0.003
31	3.903	2.563	6.755	0.003	0.003
32	3.934	2.578	6.806	0.003	0.003
33	3.956	2.591	6.85	0.003	0.003
34	3.982	2.603	6.914	0.003	0.003
35	4.011	2.618	6.969	0.003	0.003
36	4.032	2.63	7.016	0.003	0.003
37	4.059	2.646	7.062	0.003	0.003
38	4.082	2.654	7.12	0.003	0.003
39	4.107	2.666	7.174	0.003	0.003
40	4.125	2.681	7.233	0.003	0.003
41	4.149	2.693	7.27	0.003	0.003
42	4.182	2.705	7.338	0.003	0.003
43	4.22	2.713	7.388	0.003	0.003
44	4.26	2.724	7.459	0.003	0.003
45	4.298	2.736	7.525	0.003	0.003
46	4.336	2.747	7.593	0.003	0.003
47	4.371	2.762	7.694	0.003	0.003
48	4.412	2.78	7.782	0.003	0.004
49	4.443	2.794	7.88	0.004	0.004
50	4.486	2.81	7.964	0.004	0.004

51	4.543	2.832	8.078	0.004	0.004
52	4.584	2.863	8.211	0.004	0.004
53	4.628	2.895	8.44	0.005	0.005
54	4.698	2.927	8.653	0.005	0.005
55	4.748	2.953	8.83	0.006	0.006
56	4.829	2.986	9.167	0.007	0.007
57	4.908	3.011	9.482	0.018	0.019
58	4.988	3.041	9.868	1.104	1.104
59	5.075	3.071	10.374	1.942	1.942
60	5.166	3.095	10.76	3.199	3.199
61	5.282	3.123	11.121	4.895	4.895
62	5.42	3.156	11.447	6.463	6.463
63	5.633	3.199	11.915	7.558	7.558
64	5.875	3.238	12.255	7.966	7.969
65	6.083	3.276	12.753	8.338	8.338
66	6.318	3.325	13.619	8.756	8.756
67	6.763	3.383	14.578	9.149	9.149
68	7.285	3.429	15.474	9.676	9.676
69	7.845	3.485	15.887	10.341	10.341
70	8.417	3.549	16.059	11.058	11.058
71	8.976	3.606	16.311	11.978	11.978
72	9.687	3.672	16.495	13.364	13.364
73	10.132	3.747	16.676	14.889	14.889
74	10.787	3.836	16.839	16.118	16.118
75	11.265	3.948	17.005	16.968	16.968
76	11.894	4.075	17.183	17.777	17.777
77	13.065	4.257	17.407	18.48	18.48
78	13.306	4.466	17.644	19.232	19.232
79	13.451	4.749	17.825	19.961	19.961
80	13.566	5.075	18.112	20.776	20.776
81	13.706	5.355	18.512	21.803	21.803
82	13.845	5.665	19.097	23.229	23.229
83	13.933	6.009	19.704	25.93	25.931
84	14.035	6.463	21.072	29.194	29.194
85	14.18	7.171	22.416	31.578	31.578
86	14.373	7.977	23.241	35.519	35.52
87	14.555	9.167	24.592	41.21	41.21
88	14.757	10.376	25.539	48.124	48.124
89	15.048	11.275	26.726	58.907	58.907
90	15.469	12.208	28.026	77.677	77.677
91	16.156	13.584	29.697	104.97	104.97
92	17.559	15.894	31.637	131.55	131.55
93	20.19	16.908	33.138	146.404	146.404
94	22.32	19.215	34.658	152.889	152.889
95	24.262	22.262	36.015	158.306	158.306
96	26.923	23.656	37.667	162.971	162.971
97	31.872	25.09	39.972	168.053	168.053
98	33.659	28.955	44.156	174.439	174.439
99	38.252	32.446	51.03	184.264	184.264
100	83.72	64.942	99.089	240.841	240.842

Logout	vuser_end_Transaction
0.567	0.567
0.567	0.567
0.64	0.64
0.64	0.64
0.64	0.64
0.871	0.871
0.871	0.871
1.018	1.018
1.018	1.018
1.018	1.018
1.274	1.274
1.274	1.274
1.274	1.274
1.371	1.371
1.371	1.371
1.63	1.63
1.63	1.63
1.63	1.63
1.853	1.853
1.853	1.853
1.853	1.853
1.866	1.866
1.866	1.866
1.971	1.971
1.971	1.971
1.971	1.971
2.041	2.041
2.041	2.041
2.185	2.185
2.185	2.185
2.185	2.185
2.469	2.469
2.469	2.469
2.469	2.469
2.639	2.639
2.639	2.639
3.02	3.02
3.02	3.02
3.02	3.02
3.023	3.023
3.023	3.023
3.023	3.023
3.037	3.037
3.037	3.037
3.05	3.05
3.05	3.05
3.05	3.05
3.095	3.095
3.095	3.095
3.095	3.095

3.175	3.175
3.175	3.175
3.19	3.19
3.19	3.19
3.19	3.19
3.197	3.197
3.197	3.197
3.2	3.201
3.2	3.201
3.2	3.201
3.27	3.27
3.27	3.27
3.27	3.27
3.801	3.801
3.801	3.801
3.966	3.966
3.966	3.966
3.966	3.966
4.065	4.065
4.065	4.065
4.065	4.065
4.415	4.415
4.415	4.415
4.424	4.424
4.424	4.424
4.424	4.424
4.497	4.497
4.497	4.497
4.508	4.508
4.508	4.508
4.508	4.508
4.73	4.73
4.73	4.73
4.73	4.73
5.346	5.346
5.346	5.346
5.561	5.561
5.561	5.561
5.561	5.561
6.046	6.046
6.046	6.046
6.046	6.046
6.067	6.068
6.067	6.068
8.047	8.047
8.047	8.047
8.047	8.047
15.566	15.566
15.566	15.566
15.566	15.566

Total Transactions per Second

Title: Total Transactions per Second

Current Results:

Filters: None

Group By:

Granularity: 64 Seconds

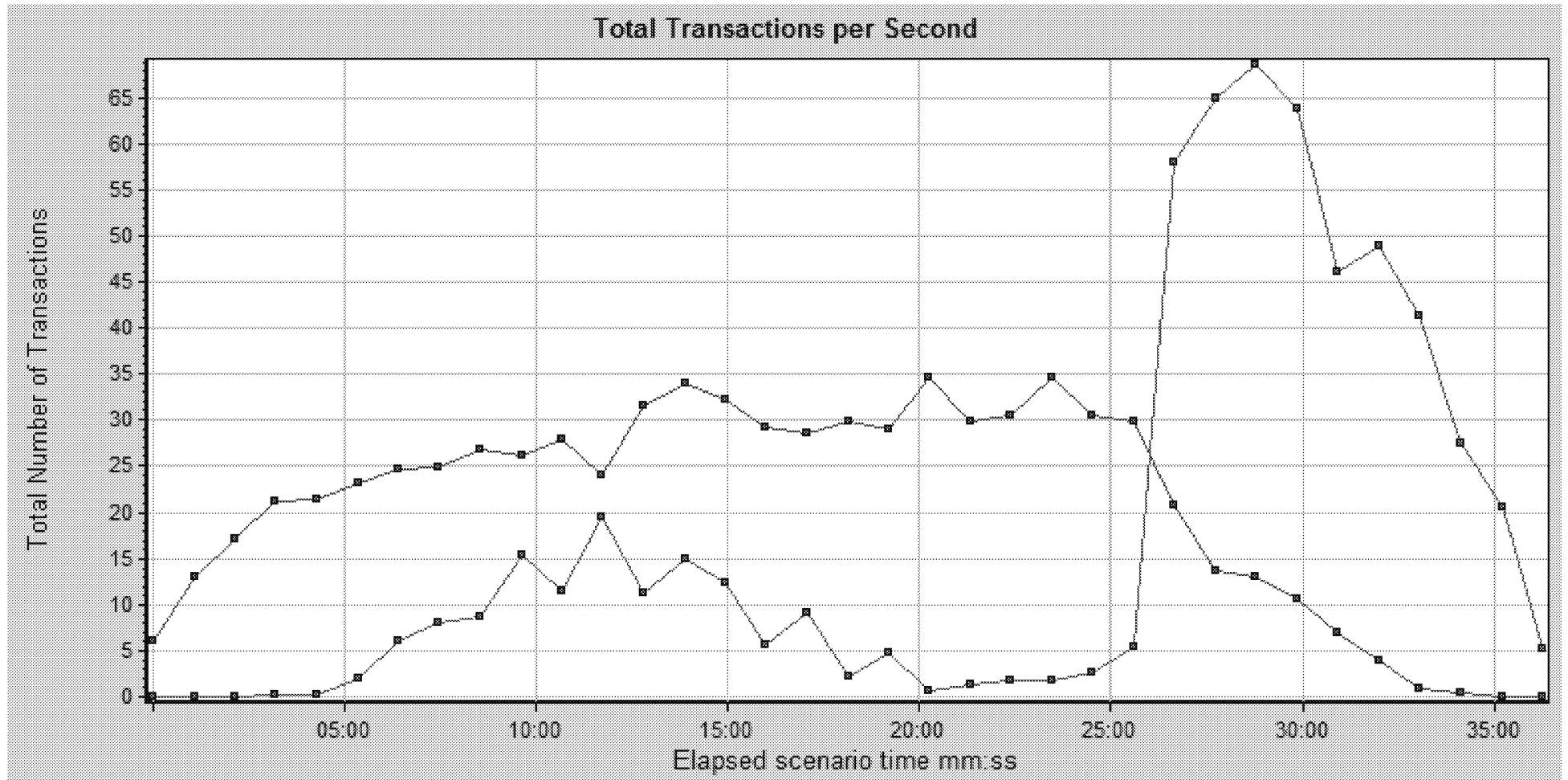
Graph data in Excel
format



☒ Total Transactions per Second Graph

Color	Scale	Measurement	Graph Minimum	Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	Fail	0.000	16.869	68.594	8.000	21.008
	1	Pass	0.000	20.929	34.719	24.703	11.035

Description: Displays the total number of completed transactions (both successful and unsuccessful) performed during each second of a load test. This graph helps you determine the actual transaction load on your system at any given moment.



Relative Time	Fail	Pass
00:00	0	5.969
01:04	0	12.922
02:08	0.063	17.156
03:12	0.156	21.25
04:16	0.188	21.453
05:20	1.938	23.172
06:24	6.031	24.703
07:28	8	24.828
08:32	8.656	26.906
09:36	15.281	26.078
10:40	11.563	27.813
11:44	19.531	23.969
12:48	11.219	31.5
13:52	14.938	34.063
14:56	12.375	32.219
16:00	5.563	29.266
17:04	9.063	28.5
18:08	2.125	29.953
19:12	4.75	28.938
20:16	0.656	34.625
21:20	1.25	29.844
22:24	1.719	30.594
23:28	1.813	34.719
24:32	2.563	30.406
25:36	5.375	29.813
26:40	58	20.719
27:44	64.844	13.594
28:48	68.594	13
29:52	63.813	10.688
30:56	46.063	6.969
32:00	48.813	3.875
33:04	41.313	0.906
34:08	27.531	0.469
35:12	20.469	0
36:16	5.254	0

Hits per Second

Title: Hits per Second

Graph data in Excel
format

Current Results:

Filters: None

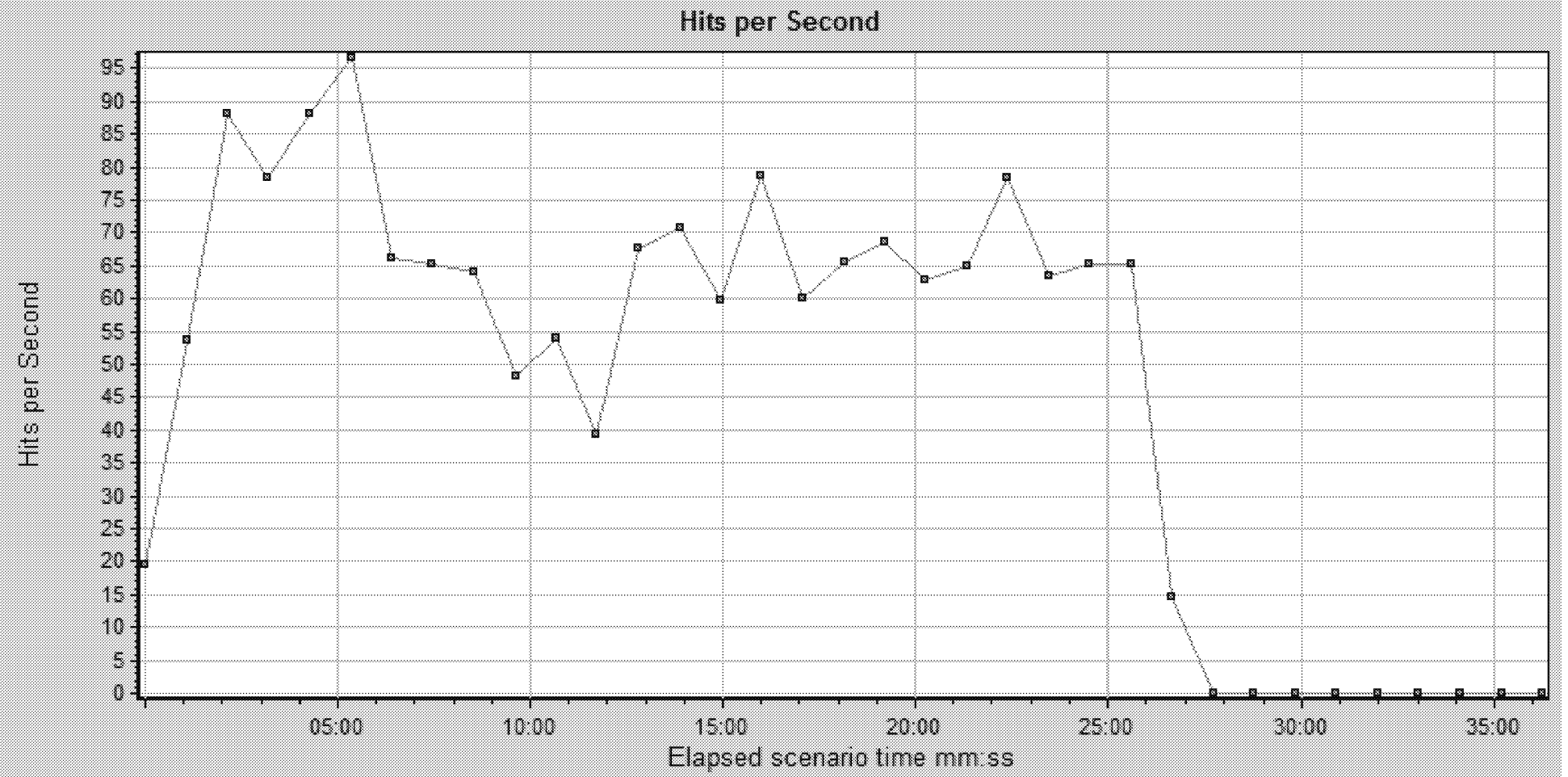
Group By:

Granularity: 64 Seconds

☒ Hits per Second Graph

Color	Scale	Measurement	Graph Minimum	Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	Hits	0.000	47.181	96.625	62.734	31.759

Description: Displays the number of hits made on the Web server by Vusers during each second of the load test. This graph helps you evaluate the amount of load Vusers generate, in terms of the number of hits.



Relative Time	Hits
00:00	19.656
01:04	53.656
02:08	88.234
03:12	78.422
04:16	88.031
05:20	96.625
06:24	66.219
07:28	65.375
08:32	64.078
09:36	48.297
10:40	54.016
11:44	39.344
12:48	67.781
13:52	70.594
14:56	59.859
16:00	78.641
17:04	60.109
18:08	65.563
19:12	68.625
20:16	62.734
21:20	65.031
22:24	78.422
23:28	63.375
24:32	65.188
25:36	65.281
26:40	14.5
27:44	0
28:48	0
29:52	0
30:56	0
32:00	0
33:04	0
34:08	0
35:12	0
36:16	0

Throughput

Title: Throughput

Current Results:

Filters: None

Group By:

Granularity: 64 Seconds

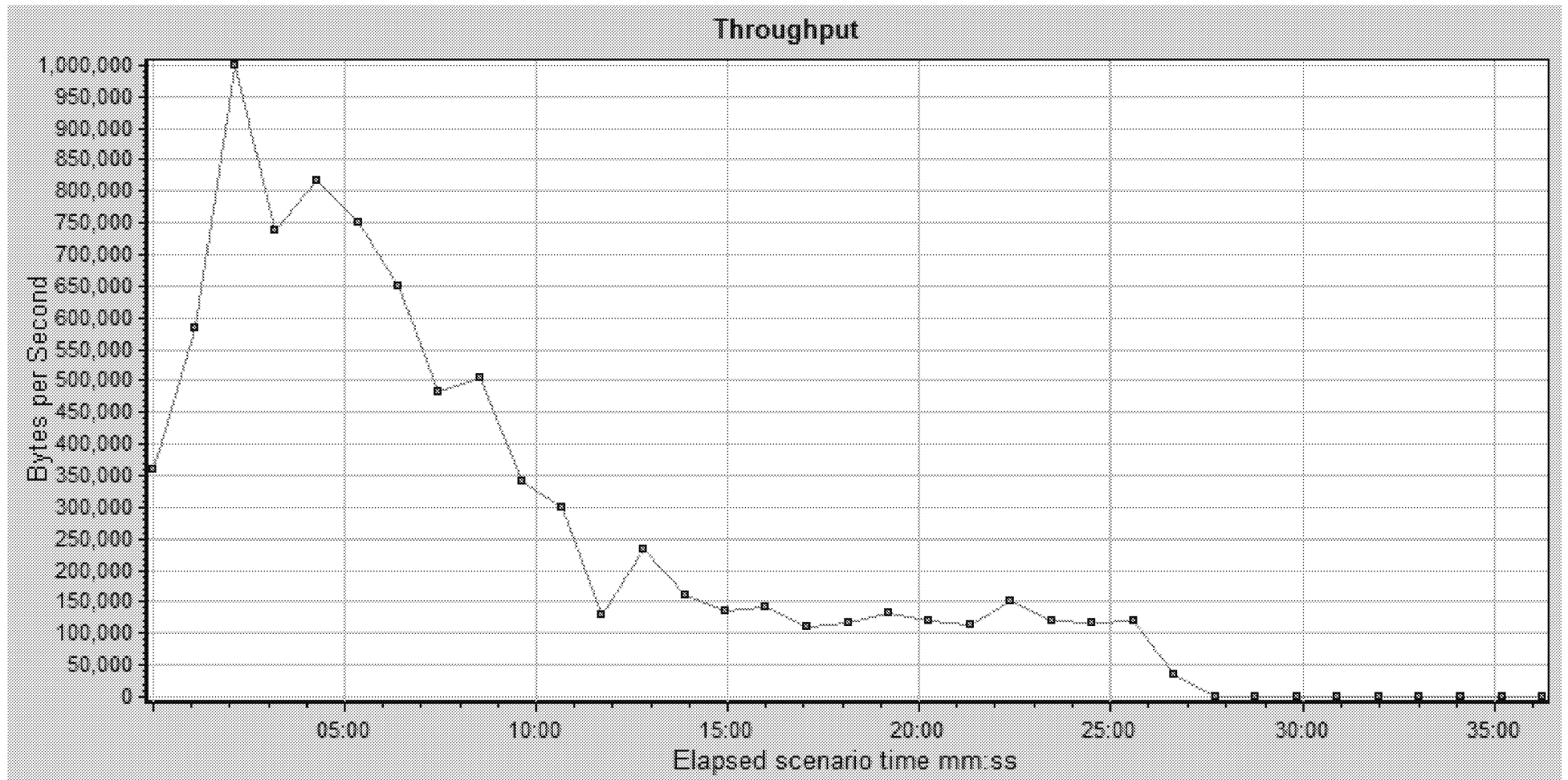
☒ Throughput Graph

Graph data in Excel
format



Color	Scale	Measurement	Graph Minimum	Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	Throughput	0.000	242,209.651	999,738.406	129,436.875	271,844.945

Description: Displays the amount of throughput (in bytes) on the Web server during the load test. Throughput represents the amount of data that the Vusers received from the server at any given second. This graph helps you to evaluate the amount of load Vusers generate, in terms of server throughput.



Relative Time	Throughput
00:00	359,974
01:04	584,037
02:08	999,738
03:12	738,480
04:16	815,809
05:20	749,198
06:24	649,703
07:28	483,085
08:32	505,008
09:36	341,440
10:40	299,548
11:44	129,437
12:48	234,022
13:52	160,549
14:56	134,810
16:00	141,348
17:04	110,256
18:08	117,584
19:12	132,130
20:16	118,267
21:20	112,705
22:24	150,119
23:28	118,691
24:32	117,408
25:36	118,987
26:40	36,085.4
27:44	0
28:48	0
29:52	0
30:56	0
32:00	0
33:04	0
34:08	0
35:12	0
36:16	0

Throughput (MB)

Title: Throughput (MB)

Current Results:

Filters: None

Group By:

Granularity: 64 Seconds

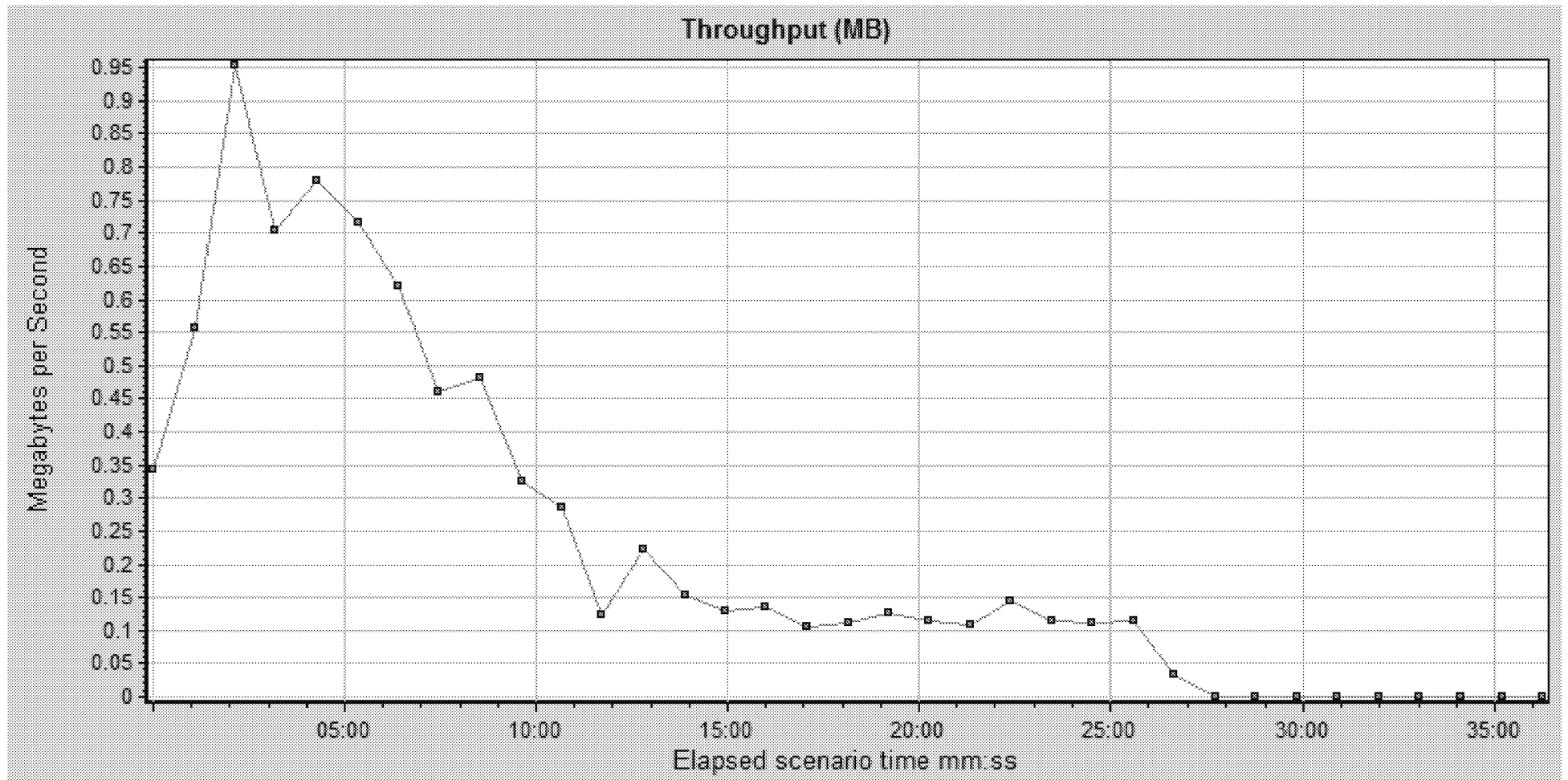
☒ Throughput (MB) Graph

Graph data in Excel
format



Color	Scale	Measurement	Graph Minimum	Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	Throughput	0.000	0.231	0.953	0.123	0.259

Description: Displays the amount of throughput (in megabytes) on the Web server during the load test. Throughput represents the amount of data that the Users received from the server at any given second. This graph helps you to evaluate the amount of load Users generate, in terms of server throughput.



Relative Time	Throughput
00:00	0.343
01:04	0.557
02:08	0.953
03:12	0.704
04:16	0.778
05:20	0.714
06:24	0.62
07:28	0.461
08:32	0.482
09:36	0.326
10:40	0.286
11:44	0.123
12:48	0.223
13:52	0.153
14:56	0.129
16:00	0.135
17:04	0.105
18:08	0.112
19:12	0.126
20:16	0.113
21:20	0.107
22:24	0.143
23:28	0.113
24:32	0.112
25:36	0.113
26:40	0.034
27:44	0
28:48	0
29:52	0
30:56	0
32:00	0
33:04	0
34:08	0
35:12	0
36:16	0

HTTP Status Code Summary

Title: HTTP Status Code Summary

Graph data in Excel
format

Current Results:

Filters: None

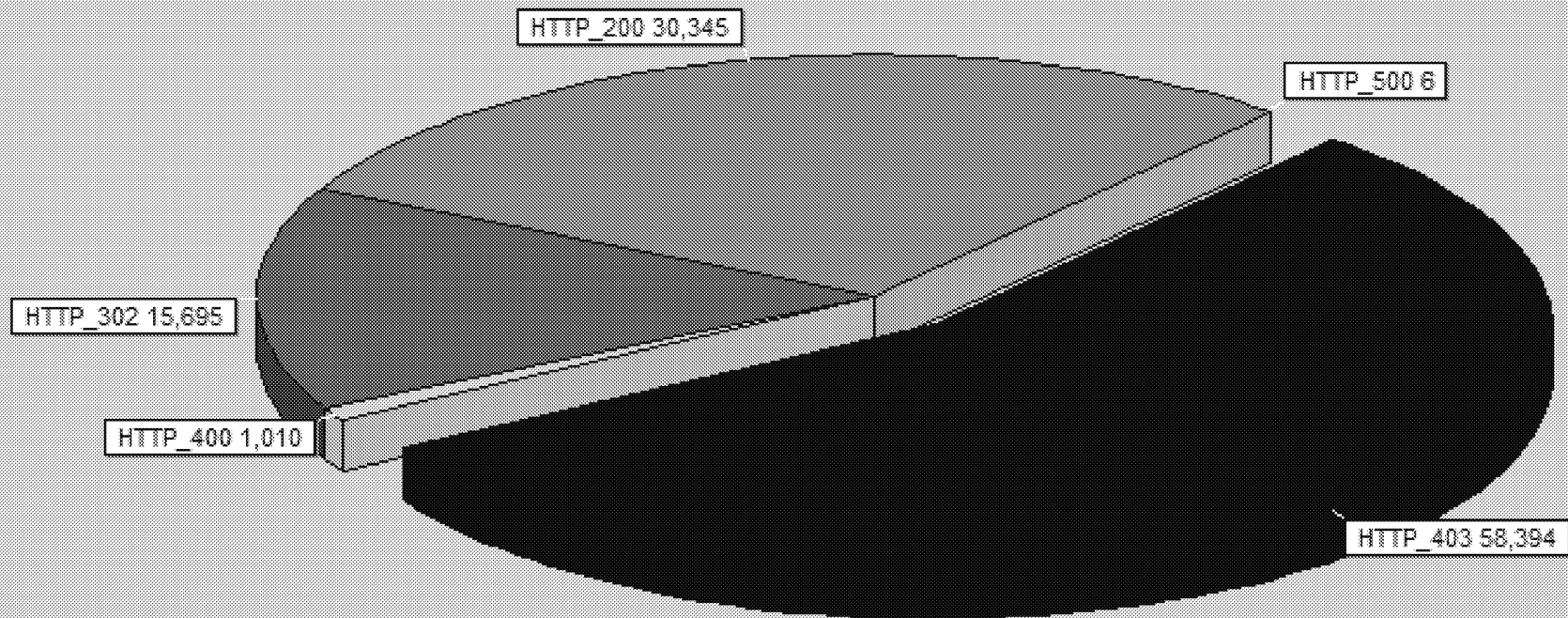
Group By:

☒ HTTP Status Code Summary Graph

Color	Scale	Measurement	Graph Minimum	Graph Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	HTTP_200	30,345.000	30,345.000	30,345.000	30,345.000	0.000
	1	HTTP_302	15,695.000	15,695.000	15,695.000	15,695.000	0.000
	1	HTTP_400	1,010.000	1,010.000	1,010.000	1,010.000	0.000
	1	HTTP_403	58,394.000	58,394.000	58,394.000	58,394.000	0.000
	1	HTTP_500	6.000	6.000	6.000	6.000	0.000

Description: Displays the distribution of the various HTTP protocol status codes returned from the Web Server during the load test.

HTTP Status Code Summary



HTTP status code	Number of HTTP responses.
HTTP_200	30,345
HTTP_302	15,695
HTTP_400	1,010
HTTP_403	58,394
HTTP_500	6


```
{
if(!document.getElementById(name))
return false;
else
return true;
}
```

```
function InvokeFlowForProblematicSection(WorstTxTable)
```

```
{
if (!WorstTxTable)return false;
if (!WorstTxTable.selectedtr) return false;
```

```
var txName = WorstTxTable.selectedtr.txName;
var startTime = WorstTxTable.selectedtr.startTime;
var endTime = WorstTxTable.selectedtr.endTime;
```

```
window.navigate("sla_invoke_analyze_tx:valid:" + String(txName) + ":" +
String(startTime) + ":" + String(endTime));
return false;
}
```

```
function init_SLAData(tableName)
```

```
{
var SLAData = new Object();
```

```
SLAData.startingCellIndex = 0;
SLAData.endingCellIndex = 0;
SLAData.selectionStartTime = 0;
SLAData.selectionEndTime = 0;
SLAData.keyDown = false;
SLAData.msrName = "";
SLAData.tblName = tableName;
```

```
SLAData.originalPassColor = '66CC33';
SLAData.originalFailColor = 'FF3300';
SLAData.originalNoDataColor = 'CCCCCC';
```

```
return SLAData;
}
```

```
function init_SLACtrls(txList, startTimeH, startTimeM, startTimeS, endTimeH, endTimeM,
endTimeS, startTimeLimit, endTimeLimit)
```

```
{
```

```

var SLACtrls = new Object();

SLACtrls.txList = txList;
/*
SLACtrls.startTimeEdit = startTimeEdit;
SLACtrls.endTimeEdit = endTimeEdit;
*/

SLACtrls.startTimeH = startTimeH;
SLACtrls.startTimeM = startTimeM;
SLACtrls.startTimeS = startTimeS;

SLACtrls.endTimeH = endTimeH;
SLACtrls.endTimeM = endTimeM;
SLACtrls.endTimeS = endTimeS;

SLACtrls.StartTimeLimitInSec = parseInt(startTimeLimit);
SLACtrls.EndTimeLimitInSec = parseInt(endTimeLimit);

return SLACtrls;
}

function InitializeSLACtrls(SLAData, SLACtrls, txName, startTimeH, startTimeM,
startTimeS, endTimeH, endTimeM, endTimeS)
{
for(i=0;i<SLACtrls.txList.options.length;i++)
{
if(SLACtrls.txList.options[i].innerHTML == txName)
{
SLACtrls.txList.selectedIndex = i;
document.getElementById("tx_list")[document.getElementById("tx_list").selectedIndex].selected=true;
}
}
}

SLACtrls.startTimeH.value = String(startTimeH);
PaddCtrl(SLACtrls.startTimeH);

SLACtrls.startTimeM.value = String(startTimeM);
PaddCtrl(SLACtrls.startTimeM);

SLACtrls.startTimeS.value = String(startTimeS);

```

```

PaddCtrl(SLACtrls.startTimes);

SLACtrls.endTimeH.value = String(endTimeH);
PaddCtrl(SLACtrls.endTimeH);

SLACtrls.endTimeM.value = String(endTimeM);
PaddCtrl(SLACtrls.endTimeM);

SLACtrls.endTimeS.value = String(endTimeS);
PaddCtrl(SLACtrls.endTimeS);

MarkCells(SLAData, SLACtrls)
}

// **** Mark the Grid and update the controls ****
// *****
function grid_mousedown(SLAData, SLACtrls)
{
var currentTDElement;

ResetGrid(SLAData, document.getElementById(SLAData.tblName));

currentTDElement = this.event.srcElement;
while(currentTDElement.tagName.toLowerCase() != "td")
{
currentTDElement = currentTDElement.parentNode;
}

SLAData.startingCellIndex = parseInt(currentTDElement.index);
SLAData.endingCellIndex = parseInt(currentTDElement.index);

SetBorderStyle(currentTDElement);

//currentTDElement.setAttribute("bgcolor", "Blue", 0);
SLAData.keyDown = true;

SLAData.msrName = currentTDElement.parentNode.id;

SLAData.selectionStartTime = currentTDElement.StartTime;
SLAData.selectionEndTime = currentTDElement.EndTime;

/*
UpdateStartTimeBox(selectionStartTime);
UpdateEndTimeBox(selectionEndTime);

```

```
*/
```

```
/*
```

```
document.getElementById("mydiv").innerText = keyDown;
```

```
*/
```

```
UpdateSLACtrlsBySLAData(SLAData, SLACtrls);
```

```
return true;
```

```
}
```

```
function grid_mouseover(SLAData)
```

```
{
```

```
var currentTDElement;
```

```
this.event.srcElement.focus();
```

```
if(SLAData.keyDown == true)
```

```
{
```

```
ResetGrid(SLAData, document.getElementById(SLAData.tblName));
```

```
currentTDElement = this.event.srcElement;
```

```
while(currentTDElement.tagName.toLowerCase() != "td")
```

```
{
```

```
currentTDElement = currentTDElement.parentNode;
```

```
}
```

```
var vectorElement = currentTDElement.parentNode;
```

```
var cells = vectorElement.cells;
```

```
var destCellIndex = parseInt(currentTDElement.index);
```

```
var endingCellObject = currentTDElement;
```

```
var currentCell;
```

```
var currentCellIndex;
```

```
var startingCellObject;
```

```
var i;
```

```
for(i=0;i < cells.length;i++)
```

```
{
```

```
currentCell = cells[i];
```

```
currentCellIndex = parseInt(currentCell.index);
```

```
if(currentCellIndex == SLAData.startingCellIndex)
```

```

startingCellObject = currentCell;

if(endingCellObject == currentCell)
SLAData.endingCellIndex = currentCellIndex;

if( ((currentCellIndex <= destCellIndex) && (currentCellIndex >=
SLAData.startingCellIndex)) ||
((currentCellIndex >= destCellIndex) && (currentCellIndex <=
SLAData.startingCellIndex)) )
//currentCell.bgColor = "blue";
{
SetBorderStyle(currentCell);
}
}

if(SLAData.endingCellIndex >= SLAData.startingCellIndex)
{
SLAData.selectionEndTime = endingCellObject.EndTime;
SLAData.selectionStartTime = startingCellObject.StartTime;
}
else
{
SLAData.selectionEndTime = startingCellObject.EndTime;
SLAData.selectionStartTime = endingCellObject.StartTime;
}

SLAData.msrName = currentTDElement.parentNode.id;

/*
UpdateStartTimeBox(selectionStartTime);
UpdateEndTimeBox(selectionEndTime);
*/

UpdateSLACtrlsBySLAData(SLAData, SLACtrls);
}

return true;
}

function grid_onmouseup(SLAData)
{
SLAData.keyDown = false;
//document.getElementById("mydiv").innerText = keyDown;
return true;
}

```

```

}
```

```

function grid_onmouseleave(SLAData)
{
SLAData.keyDown = false;
//keyDown = false;
//document.getElementById("mydiv").innerText = keyDown;
return true;
}
```

```

/*
function UpdateStartTimeBox(selectionStartTime)
{
var startTimeBox = document.getElementById("start_time");
startTimeBox.value = selectionStartTime;
}
```

```

function UpdateEndTimeBox(selectionEndTime)
{
var endTimeBox = document.getElementById("end_time");
endTimeBox.value = selectionEndTime;
}
*/
```

```

/*
function doclick_reset(SLAData)
{
ResetGrid(SLAData, document.getElementById(SLAData.tblName));
}
*/
```

```

function ResetGrid(SLAData, tbl)
{
var vectorElement;
var cells;
var i,j;
var status;

for(i=0;i<tbl.rows.length;i++)
{
vectorElement = tbl.rows[i];

if(vectorElement.cells.length != 2)
continue;
```

```

internalBucketsCell = vectorElement.cells[1];
SLAsCell = internalBucketsCell.firstChild;

if(!SLAsCell)
continue;

if(SLAsCell.tagName.toLowerCase() != "table")
continue;

if(!SLAsCell.rows[0].id)
continue;

cells = SLAsCell.rows[0].cells;

for(j=0;j<cells.length;j++)
{
/*
status = cells[j].getAttribute("status");
if(status == "pass")
cells[j].bgColor = SLAData.originalPassColor;

if(status == "fail")
cells[j].bgColor = SLAData.originalFailColor;

if(status == "nodata")
cells[j].bgColor = SLAData.originalNoDataColor;
*/

ClearBorderStyle(cells[j]);
}

/*
UpdateStartTimeBox("");
UpdateEndTimeBox("");
*/

//SLAData.msrName = "";
//UpdateSLACtrlsBySLAData(SLAData, SLACtrls);
}
}

function general_mouseup()
{
SLAData.keyDown = false;
//document.getElementById("mydiv").innerText = keyDown;

```

```

return true;
}

/*
function doclick_zoomin()
{
var startTime = document.getElementById("start_time").value;
var endTime = document.getElementById("end_time").value;
var url = "SLADrillDown:tx5:"+startTime+": "+endTime;
window.navigate(url);
}
*/

function UpdateSLACtrlsBySLAData(SLAData, SLACtrls)
{
/*
SLACtrls.startTimeEdit.value = SecToTimeStr(SLAData.selectionStartTime);
SLACtrls.endTimeEdit.value = SecToTimeStr(SLAData.selectionEndTime);
*/

SLACtrls.startTimeH.value = SecsTimeToHrsStr(SLAData.selectionStartTime);
SLACtrls.startTimeM.value = SecsTimeToMinsStr(SLAData.selectionStartTime);
SLACtrls.startTimeS.value = SecsTimeToSecsStr(SLAData.selectionStartTime);

SLACtrls.endTimeH.value = SecsTimeToHrsStr(SLAData.selectionEndTime);
SLACtrls.endTimeM.value = SecsTimeToMinsStr(SLAData.selectionEndTime);
SLACtrls.endTimeS.value = SecsTimeToSecsStr(SLAData.selectionEndTime);

for(i=0;i<SLACtrls.txList.options.length;i++)
{
if(SLACtrls.txList.options[i].innerHTML == SLAData.msrName)
{
SLACtrls.txList.selectedIndex = i;
document.getElementById("tx_list")[document.getElementById("tx_list").selectedIndex].selected=true;
}
}
}

/*
function SecToTimeStr(numSecs)
{

var hrs = parseInt(numSecs/3600);

```



```

var mins = parseInt((numSecs - (hrs*3600))/60);
var secs = numSecs - (hrs*3600) - (mins*60);

var hrsStr;
var minsStr;
var secsStr;

if(hrs < 10)
hrsStr = "0" + String(hrs);
else
hrsStr = String(hrs);

if(mins < 10)
minsStr = "0" + String(mins);
else
minsStr = String(mins);

if(secs < 10)
secsStr = "0" + String(secs);
else
secsStr = String(secs);

var timeStr = hrsStr+":"+minsStr+": "+secsStr;

return timeStr;
}
*/

function SecsTimeToSecsStr(numSecs)
{
var hrs = parseInt(numSecs/3600);
var mins = parseInt((numSecs - (hrs*3600))/60);
var secs = numSecs - (hrs*3600) - (mins*60);

if(secs < 10)
return ("0"+String(secs))

return String(secs);
}

function SecsTimeToMinsStr(numSecs)
{
var hrs = parseInt(numSecs/3600);
var mins = parseInt((numSecs - (hrs*3600))/60);
var secs = numSecs - (hrs*3600) - (mins*60);

```

```

if(mins < 10)
return ("0"+String(mins));

return String(mins);
}

function SecsTimeToHrsStr(numSecs)
{
var hrs = parseInt(numSecs/3600);
var mins = parseInt((numSecs - (hrs*3600))/60);
var secs = numSecs - (hrs*3600) - (mins*60);

if(hrs < 10)
return ("00"+String(hrs));

if(hrs < 100)
return ("0"+String(hrs));

return String(hrs);
}

// *****

// **** Update the grid according to the controls ****
// *****

function Ctrl_Change(SLAData, SLACtrls)
{
PaddCtrl(this.event.srcElement);

if(ValidateCtrls(SLACtrls) == 0)
{
MarkCells(SLAData, SLACtrls);
}
else
{
ResetGrid(SLAData, document.getElementById(SLAData.tblName));
}

return true;
}

```

```

function PaddCtrl(obj)
{
  //padding with zeros if needed
  // start time control
  if(JSTrim(obj.value) == "")
  PaddSingleCtrl(obj, obj.maxlength)

  if(obj.value.length < parseInt(obj.maxLength))
  PaddSingleCtrl(obj, parseInt(obj.maxLength) - obj.value.length);
}

function PaddSingleCtrl(obj, numPaddDigits)
{
  var i;

  for(i=0;i<numPaddDigits;i++)
  {
    obj.value = "0" + obj.value;
  }
}

function ValidateCtrls(SLACtrls)
{
  // validate time ctrls against each other(start vs end).
  var startTimeInSec = TimeStrToSec(SLACtrls.startTimeH.value + ":" +
  SLACtrls.startTimeM.value + ":" + SLACtrls.startTimeS.value);
  var endTimeInSec = TimeStrToSec(SLACtrls.endTimeH.value + ":" + SLACtrls.endTimeM.value
  + ":" + SLACtrls.endTimeS.value);

  if(endTimeInSec < startTimeInSec)
  {
    return 1;
  }

  // validate both start and end time against the edges
  if( (startTimeInSec < SLACtrls.StartTimeLimitInSec) ||
  (startTimeInSec > SLACtrls.EndTimeLimitInSec) )
  {
    return 2;
  }

  if((endTimeInSec < SLACtrls.StartTimeLimitInSec) ||
  (endTimeInSec > SLACtrls.EndTimeLimitInSec) )
  {

```

```
return 3;
}
```

```
return 0;
}
```

```
function MarkCells(SLAData, SLACtrls)
{
// Update the SLAData object
ResetGrid(SLAData, document.getElementById(SLAData.tblName));

UpdateSLADataBySLACtrls(SLAData, SLACtrls);

var msrRow = document.getElementById(SLAData.msrName);

if (msrRow == null)
    return;

var cells = msrRow.cells;
for(i=0;i<cells.length;i++)
{
if( ( (cells[i].StartTime <= SLAData.selectionStartTime) && (SLAData.selectionStartTime
< cells[i].EndTime) ) ||
( (cells[i].StartTime < SLAData.selectionEndTime) && (SLAData.selectionEndTime <=
cells[i].EndTime) ) ||
( (cells[i].StartTime > SLAData.selectionStartTime) && (SLAData.selectionEndTime >
cells[i].EndTime) ) )
{
//cells[i].bgColor = "blue";
SetBorderStyle(cells[i]);
}
}
}
```

```
function UpdateSLADataBySLACtrls(SLAData, SLACtrls)
{
var startHrsInSec = HrsStrToSec(SLACtrls.startTimeH.value);
var startMinsInSec = MinsStrToSec(SLACtrls.startTimeM.value);
var startSecsInSec = SecsStrToSec(SLACtrls.startTimeS.value);
SLAData.selectionStartTime = startHrsInSec + startMinsInSec + startSecsInSec;

var endHrsInSec = HrsStrToSec(SLACtrls.endTimeH.value);
var endMinsInSec = MinsStrToSec(SLACtrls.endTimeM.value);
```

```
var endSecsInSec = SecsStrToSec(SLACtrls.endTimeS.value);
SLAData.selectionEndTime = endHrsInSec + endMinsInSec + endSecsInSec;

SLAData.msrName =
document.getElementById("tx_list")[document.getElementById("tx_list").selectedIndex].text;
}

function HrsStrToSec(hrsStr)
{
var hrs = parseInt(hrsStr,10);

return (hrs*3600);
}

function MinsStrToSec(minsStr)
{
var mins = parseInt(minsStr,10);

return (mins*60);
}

function SecsStrToSec(secsStr)
{
var secs = parseInt(secsStr,10);

return secs;
}

function TimeStrToSec(timeStr)
{
var timeArr = timeStr.split(':');
var hrs = parseInt(timeArr[0],10);
var mins = parseInt(timeArr[1],10);
var secs = parseInt(timeArr[2],10);

// convert the time to seconds
var timeInSecs = (hrs*3600) + (mins*60) + secs;

return timeInSecs;
}
```

```
// *****
```

```
function SetBorderStyle(element)
{
element.style.borderStyle = "solid";
element.style.borderWidth = 2;
element.style.borderColor = "Blue";
}
```

```
function ClearBorderStyle(element)
{
element.style.borderStyle="none";
}
```

```
function ActivateAnalyze(SLACtrls)
{
var resStr;

var validityCode = ValidateCtrls(SLACtrls);
var startTimeInSec = TimeStrToSec(SLACtrls.startTimeH.value + ":" +
SLACtrls.startTimeM.value + ":" + SLACtrls.startTimeS.value);
var endTimeInSec = TimeStrToSec(SLACtrls.endTimeH.value + ":" + SLACtrls.endTimeM.value
+ ":" + SLACtrls.endTimeS.value);
var txName = SLACtrls.txList[SLACtrls.txList.selectedIndex].innerText;
```

```
resStr = "sla_invoke_analyze_tx:";
```

```
// Valid input
if(validityCode == 0)
{
resStr = resStr + "valid:" + String(txName) + ":" + String(startTimeInSec) + ":" +
String(endTimeInSec);
window.navigate(resStr);
return false;
}
```

```
//If we have reached here then the input is invalid
resStr = resStr + "invalid:";
```

```
if(validityCode == 1)
{
resStr = resStr + "The specified start time(From) is greater than the end time(To)";
}
```

```
if(validityCode == 2)
{
resStr = resStr + "The specified start time(From) is invalid. Make sure it is within
range.";
}

if(validityCode == 3)
{
resStr = resStr + "The specified end time(To) is invalid. Make sure it is within
range.";
}

window.navigate(resStr);

return false;
}
```

```

var selectedObjName = "times"; Obtained via FOIA by Judicial Watch, Inc.
var defaultName = "times"
var minValue = 0;
var minsec_maxValue = 59;
var hrs_maxValue = 999;
//var scrollTopValue = 1;
var lastValue = null;
var lastKeyCode = null;

function JSTrim(p_strToBeTrimmed)
{
var vChar
var vLength
var i
var vFirstNotSpace
var vLastNotSpace

vLength = p_strToBeTrimmed.length

for (i = 0; i < vLength;i++)
{
vChar = p_strToBeTrimmed.charAt(i)
if (vChar != " ")
{
vFirstNotSpace = i
i = vLength
}
}

for (i = vLength-1 ; i>=0;i--)
{
vChar = p_strToBeTrimmed.charAt(i)
if (vChar != " ")
{
vLastNotSpace = i
i = -1
}
}
return p_strToBeTrimmed.substring(vFirstNotSpace,vLastNotSpace+1);
}

function EventSelect(obj)
{
selectedObjName = obj.name;
}

function EventDown(obj)

```



```

{
selectedObjName = obj.name;
}

function EventKeyUp(obj)
{
var newVal = obj.value;
var maxVal;

if(obj.maxLength == 2)
maxVal = minsec_maxValue;
else
maxVal = hrs_maxValue;

if(newVal > maxVal){
obj.value = lastValue;
}
}

function EventKeyPress(obj)
{
//alert(window.event.keyCode);
selectedObjName = obj.name;

var maxVal;

if(obj.maxLength == 2)
maxVal = minsec_maxValue;
else
maxVal = hrs_maxValue;

if(obj.value < maxVal + 1){
lastValue = obj.value;
}

if(window.event.keyCode < 48 || window.event.keyCode > 57){
window.event.returnValue = false;
}
}

function SetName(name)
{
if(selectedObjName.indexOf(name) < 0)
{
selectedObjName = name + defaultName;
}
}

```

```
function EventKeyDown(obj)
{
//alert(window.event.keyCode);
var button_clicked;
lastKeyCode = window.event.keyCode;

//Arrow Up
if(window.event.keyCode == 38){
ClickUp();
}

//Arrow Down
if(window.event.keyCode == 40){
ClickDown();
}

function EventBlur(obj)
{
var newVal = obj.value;

var maxVal;

if(obj.maxLength == 2)
maxVal = minsec_maxValue;
else
maxVal = hrs_maxValue;

if(newVal > maxVal)
{
obj.value = lastValue;
}
clearLook(obj);
}

function clearLook(obj)
{
if(obj.maxLength == 2)
{
if(JSTrim(obj.value) == "")
obj.value = "00";

if(obj.value < 10 && obj.value.length == 1)
obj.value = "0" + obj.value;
}
}
```

```
if(obj.maxLength == 3)
{
if(JSTrim(obj.value) == "")
obj.value = "000";

if(obj.value < 10 && obj.value.length == 1)
obj.value = "00" + obj.value;
else
{
if(obj.value < 100 && obj.value.length == 2)
obj.value = "0" + obj.value;
}
}
}

function EventWheel(obj)
{
if (window.event.wheelDelta >= 120){
    if(obj.value < 59){
obj.value++;
clearLook(obj)
}
}

    else if (event.wheelDelta <= -120){
        if(obj.value > 0){
obj.value--;
clearLook(obj)
}
}
}

function ClickUp()
{
var obj = document.getElementById(selectedObjName);
if(selectedObjName.indexOf("timeM") > 0 || selectedObjName.indexOf("timeS") > 0)
{
if(obj.value == 59)
{
obj.value = "00";
return;
}
}

if(selectedObjName.indexOf("timeH") > 0)
{
if(obj.value == 999)
```

```
{
obj.value = "000";
return;
}

obj.value++;
clearLook(obj);
}

function ClickDown()
{
var obj = document.getElementById(selectedObjName);

if(selectedObjName.indexOf("timeM") > 0 || selectedObjName.indexOf("timeS") > 0)
{
if(obj.value == 00 || obj.value == 0)
{
obj.value = "59";
return;
}
}

if(selectedObjName.indexOf("timeH") > 0)
{
if(obj.value == 000 || obj.value == 00 || obj.value == 0)
{
obj.value = "999";
return;
}
}

/*
else if(selectedObjName.indexOf("timeH") > 0){
if(obj.value == 00 || obj.value == 0){
obj.value == 00;
return;
}
}
*/
obj.value--;
clearLook(obj);
}
```

Analysis Summary Period: 29/07/2013 19:42:04 - 29/07/2013 20:19:18

Project Name: **NotResp**
 Test Name: **NotRes**NewLinkDesc-Test
 Test Description:
 Run Time: 7/29/2013 7:42:05 PM
 Duration: 37 minutes and 14 seconds
 User Notes:

Statistics Summary

Maximum Running Vusers: 3,312
Total Throughput (bytes): ☒ Show SLA Results 541,338,571
Average Throughput (bytes/second): ☒ Show SLA Results 242,210
Total Hits: ☒ Show SLA Results 105,450
Average Hits per Second: ☒ Show SLA Results 47.181 [View HTTP Responses Summary](#)
Total Errors: ☒ Show SLA Results 18,851

Transaction Summary

Transactions: Total Passed: 46,776 Total Failed: 37,702 Total Stopped: 0 **Average Response Time**

Access URL	<input checked="" type="checkbox"/> Show SLA Results	0.492	7.691	83.72	8.189	15.469	3,614	386	0
Action_Transaction	<input checked="" type="checkbox"/> Show SLA Results	0.001	21.381	240.842	46.294	77.677	18,231	14,889	0
Click Links	<input checked="" type="checkbox"/> Show SLA Results	0.001	21.381	240.841	46.294	77.677	18,231	14,889	0
Login	<input checked="" type="checkbox"/> Show SLA Results	0.462	5.033	64.942	6.909	12.208	3,312	302	0
Logout	<input checked="" type="checkbox"/> Show SLA Results	0.567	3.545	15.566	2.567	6.046	38	3,274	0
vuser_end_Transaction	<input checked="" type="checkbox"/> Show SLA Results	0.567	3.545	15.566	2.567	6.046	38	3,274	0
vuser_init_Transaction	<input checked="" type="checkbox"/> Show SLA Results	1.077	12.743	99.089	10.923	28.026	3,312	688	0

Service Level Agreement Legend: ☒ Pass ☒ Fail ☒ No Data

HTTP Responses Summary

HTTP_200	30,345	13.577
HTTP_302	15,695	7.022
HTTP_400	1,010	0.452
HTTP_403	58,394	26.127
HTTP_500	6	0.003

Filters: (do not Include Think Time)

Message

From: Purcell, Timothy J. (CMS/OIS)
on behalf of Purcell, Timothy J. (CMS/OIS)
Sent: 9/20/2013 12:28:56 AM
Subject: 0908-Report.zip
Attachments: 0908-Report.zip

NotResp

<?xml version="1.0" encoding="UTF-8" ?>
<HTML><HEAD>
<meta http-equiv="content-type" content="text/html; charset=UTF-8">
<TITLE>Analysis Summary Report</TITLE>
</HEAD>
<FRAMESET tilte="HTML Report" border="0" COLS="210,*" frameborder="no"
framespacing="0">
<FRAME SRC="Report/contents.html" NAME="Toc_frame" title="Table of Contents">
 <frameset rows="25,*">
 <FRAME scrolling="no" SRC="Report/top.html" NAME="top_Frame" title="Main
Frame">
 <FRAME SRC="Report/summary.html" NAME="Main_Frame" title="Main Frame">
</FRAMESET></html>

```

/* Simple pane */
div.pane td.border      { background-color: white; padding: 1px 1px 0; height: 100%;
border-style: solid solid none; border-width: 1px; border-color: #485464 }
div.pane td.top { vertical-align: top }
div.pane td.body        { background-color: white; padding: 8px 5px 5px; height: 100%;
vertical-align: top }
div.pane td.painin_cell { vertical-align: top; padding: 5px }
div.pane td.header      { color: white; font-size: 11px; font-family: Verdana, Arial;
font-weight: bold; line-height: 13px; background-image: url(Images/gui/pane_bg.png);
background-repeat: repeat-x; padding-right: 5px; padding-left: 10px; width: 40%;
height: 20px; vertical-align: middle; border-bottom: 1px solid #485464 }
div.pane td.tabs        { background-color: #b6bbc1; background-image:
url(Images/gui/pane_bg.png); background-repeat: repeat-x; width: 60%; height: 20px;
vertical-align: bottom }
div.pane td.tab_emp      { text-align: center; width: 1%; height: 15px; border-bottom:
1px solid #485464 }
div.pane td.tab_sel      { color: black; font-size: 10px; font-weight: bold; background-
color: white; text-align: center; width: 10%; height: 15px; vertical-align: bottom;
border-style: solid solid none; border-width: 1px; border-color: #485464 }
div.pane td.tab_dis      { font-size: 10px; font-weight: bold; text-align: center;
width: 10%; height: 15px; vertical-align: middle; border-bottom: 1px solid #485464 }
div.pane td.tabs a       { color: #485464; font-size: 10px; text-decoration: none; width:
100%; height: 100% }
div.pane td.tabs a:hover { color: #8e001d; font-size: 10px; text-decoration:
underline; width: 100%; height: 100% }

/* Pane Footer with controls outside */
div.pane_foot_ctrl td.left { background-color: white; padding: 1px 10px 5px; width:
90%; border-style: none solid solid; border-width: 1px; border-color: #485464 }
div.pane_foot_ctrl td.right { background-color: white; text-align: right; padding: 7px
5px 5px 8px; border-style: solid none none; border-width: 1px; border-color: #485464 }

/* Pane Footer with controls inside */
div.pane_foot_mid td.left { background-color: white; width: 1%; border-style: none
none solid solid; border-width: 1px; border-color: #485464 }
div.pane_foot_mid td.right { background-color: white; text-align: center; padding: 2px
5px 10px 0; width: 99%; border-style: none solid solid none; border-width: 1px; border-
color: #485464 }

/* Pane Footer with no controls */
div.pane_foot td.left { background-color: white; width: 1%; height: 1px; border-style:
none none solid solid; border-width: 1px; border-color: #485464 }
div.pane_foot td.right { background-color: white; text-align: center; padding: 0;
width: 99%; height: 1px; border-style: none solid solid none; border-width: 1px;
border-color: #485464 }

/* pane full */
div.pane_full td.border { background-color: white; padding: 1px; height: 100%;

```



```

border: solid 1px #485464 }
div.pane_full td.top { vertical-align: top}
div.pane_full td.body { background-color: white; padding: 8px 5px 5px; height:
100%; vertical-align: top }
div.pane_full td.pain_cell { vertical-align: top; padding: 5px }
div.pane_full td.header { color: white; font-size: 11px; font-family: Verdana,
Arial; font-weight: bold; line-height: 13px; background-image:
url(Images/gui/pane_bg.png); background-repeat: repeat-x; padding-right: 5px; padding-
left: 10px; width: 40%; height: 20px; vertical-align: middle; border-bottom: 1px solid
#485464 }
div.pane_full td.tabs { background-color: #a9b2c5; vertical-align: bottom; width:
60%; height: 20px }
div.pane_full td.tab_emp { text-align: center; width: 1%; height: 15px; border-bottom:
1px solid #485464 }
div.pane_full td.tab_sel { color: black; font-size: 10px; font-weight: bold;
background-color: white; text-align: center; width: 10%; height: 15px; vertical-align:
bottom; border-style: solid solid none; border-width: 1px; border-color: #485464 }
div.pane_full td.tab_dis { font-size: 10px; font-weight: bold; text-align: center;
width: 10%; height: 15px; vertical-align: middle; border-bottom: 1px solid #485464 }
div.pane_full td.tabs a { color: #485464; font-size: 10px; text-decoration: none;
width: 100%; height: 100% }
div.pane_full td.tabs a:hover { color: #8e001d; font-size: 10px; text-decoration:
underline; width: 100%; height: 100% }

/* Pane inside pane */
div.pane div.pane td.border { background-color: white; padding: 1px 1px 0;
border-style: solid solid none; border-width: 1px; border-color: #485464 }
div.pane div.pane td.top { vertical-align: top }
div.pane div.pane td.body { background-color: white; padding: 10px 5px 5px; height:
100%; overflow: auto; vertical-align: top }
div.pane div.pane td.header { color: black; font-size: 11px; font-family: Verdana,
Arial; font-weight: normal; line-height: 13px; background-image:
url(Images/gui/panein_bg.png); background-repeat: repeat-x; padding-right: 5px;
padding-left: 10px; width: 40%; height: 16px; vertical-align: middle; border-bottom:
1px solid #a3a9b1 }
div.pane div.pane td.tabs { background-image: url(Images/gui/panein_bg.png); width:
60%; height: 16px; vertical-align: bottom }
div.pane div.pane td.tab_emp { text-align: center; width: 1%; height: 14px;
border-bottom: 1px solid #a3a9b1 }
div.pane div.pane td.tab_sel { color: black; font-size: 10px; font-weight: bold;
background-color: white; text-align: center; width: 10%; height: 14px; vertical-align:
bottom; border-style: solid solid none; border-width: 1px; border-color: #a3a9b1 }
div.pane div.pane td.tab_dis { font-size: 10px; font-weight: bold; text-align:
center; width: 10%; height: 14px; vertical-align: middle; border-top: #a3a9b1; border-
right: #a3a9b1; border-bottom: 1px solid #a3a9b1; border-left: #a3a9b1 }
div.pane div.pane td.tabs a { color: #485464; font-size: 10px; text-decoration:
none; width: 100%; height: 100% }

```

```
div.pane div.pane td.tabs a:hover      { color: #8e001d; font-size: 10px; text-
decoration: underline; width: 100%; height: 100% }

/* Panein Footer with controls outside */
div.pane div.pane_foot_ctrl td.left     { background-color: white; padding: 1px 10px
5px; width: 90%; border-style: none solid solid; border-width: 1px; border-color:
#485464 }
div.pane div.pane_foot_ctrl td.right    { background-color: white; text-align: right;
padding: 7px 5px 5px 8px; border-style: solid none none; border-width: 1px; border-
color: #485464 }

/* Panein Footer with controls inside */
div.pane div.pane_foot_mid td.left      { background-color: white; width: 1%; border-
style: none none solid solid; border-width: 1px; border-color: #485464 }
div.pane div.pane_foot_mid td.right     { background-color: white; text-align: center;
padding: 2px 5px 10px 0; width: 99%; border-style: none solid solid none; border-width:
1px; border-color: #485464 }

/* Panein Footer with no controls */
div.pane div.pane_foot td.left          { background-color: white; width: 1%; height: 1px;
border-style: none none solid solid; border-width: 1px; border-color: #485464 }
div.pane div.pane_foot td.right         { background-color: white; text-align: center;
padding: 0; width: 99%; height: 1px; border-style: none solid solid none; border-width:
1px; border-color: #485464 }

/* full Pane inside pane */
div.pane div.pane_full td.border        { background-color: white; padding: 1px; border:
solid 1px #485464 }
div.pane div.pane_full td.top           { vertical-align: top }
div.pane div.pane_full td.body          { background-color: white; padding: 10px 5px 5px;
height: 100%; overflow: auto; vertical-align: top }
div.pane div.pane_full td.header        { color: black; font-size: 11px; font-family:
Verdana, Arial; font-weight: normal; line-height: 13px; background-image:
url(Images/gui/panein_bg.png); background-repeat: repeat-x; padding-right: 5px;
padding-left: 10px; width: 40%; height: 16px; vertical-align: middle; border-bottom:
1px solid #a3a9b1 }
div.pane div.pane_full td.tabs          { background-image: url(Images/gui/panein_bg.png);
width: 60%; height: 16px; vertical-align: bottom }
div.pane div.pane_full td.tab_emp       { text-align: center; width: 1%; height: 14px;
border-bottom: 1px solid #a3a9b1 }
div.pane div.pane_full td.tab_sel       { color: black; font-size: 10px; font-weight: bold;
background-color: white; text-align: center; width: 10%; height: 14px; vertical-align:
bottom; border-style: solid solid none; border-width: 1px; border-color: #a3a9b1 }
div.pane div.pane_full td.tab_dis       { font-size: 10px; font-weight: bold; text-align:
center; width: 10%; height: 14px; vertical-align: middle; border-top: #a3a9b1; border-
right: #a3a9b1; border-bottom: 1px solid #a3a9b1; border-left: #a3a9b1 }
div.pane div.pane_full td.tabs a        { color: #485464; font-size: 10px; text-
```

```

decoration: none; width: 100%; height: 100% }
div.pane div.pane_full td.tabs a:hover      { color: #8e001d; font-size: 10px; text-
decoration: underline; width: 100%; height: 100% }

/* Breadcrumb */
.breadcrumb { padding-top: 2px; padding-bottom: 1px; width: 100%; height: 16px }
.breadcrumb a { text-decoration: none }
.breadcrumb a:hover { text-decoration: underline }

/* Paging Control */
div.paging td.align { text-align: right; padding-bottom: 5px }
div.paging td.left_cell { text-align: left; padding-right: 4px; height: 17px }
div.paging td.middle_cell { font-size: 9px; text-align: center; padding-right: 1px;
padding-left: 1px; width: auto; height: 17px }
div.paging td.right_cell { text-align: right; padding-left: 4px; height: 17px }

/*Message Box: Error, Warning, Info*/
div.error td.border { background-color: #faeaea; padding: 1px; width: 100%; border:
solid 1px #c33 }
div.error td.header { color: white; font-size: 11px; font-weight: bold; line-height:
13px; background-color: #c33; background-image: url("../Images/gui/pane_errorbg.png");
background-repeat: repeat-x; padding-right: 10px; padding-left: 10px; height: 20px;
border-bottom: 1px solid #c33 }
div.error td.icon { background: url(Images/gui/ic_error.gif) no-repeat; width: 60px;
vertical-align: top }
div.error td.footer { text-align: center; padding-top: 5px; vertical-align: middle;
border-top: 1px solid #c33 }
div.warning td.border { background-color: #fbf7ea; padding: 1px; width: 100%; border:
solid 1px #dcae2e }
div.warning td.header { color: white; font-size: 11px; font-weight: bold; line-
height: 13px; background-color: #dcae2e; background-image:
url("Images/gui/pane_warnbg.png"); background-repeat: repeat-x; padding-right: 10px;
padding-left: 10px; height: 20px; border-bottom: 1px solid #dcae2e }
div.warning td.icon { background: url(Images/gui/ic_warn.gif) no-repeat; width: 60px;
vertical-align: top }
div.warning td.footer { text-align: center; padding-top: 5px; vertical-align: middle;
border-top: 1px solid #dcae2e }
div.info td.border { background-color: #f3f3f3; padding: 1px; width: 100%; border:
solid 1px #485464 }
div.info td.header { color: white; font-size: 11px; font-weight: bold; line-height:
13px; background-image: url("Images/gui/pane_bg.png"); background-repeat: repeat-x;
padding-right: 10px; padding-left: 10px; height: 20px; border-bottom: 1px solid #485464
}
div.info td.icon { background: url(Images/gui/ic_info.gif) no-repeat; width: 60px;
vertical-align: top }
div.info td.footer { text-align: center; padding-top: 5px; vertical-align: middle;
border-top: 1px solid #485464 }

```

```
div.error td.body, div.warning td.body, div.info td.body { padding: 10px }
div.error td.body_naked, div.warning td.body_naked, div.info td.body_naked { padding:
2px 5px 3px }

/*Chart Legend*/
div.legend td.color01 { background: #93f url(Images/gui/dots/dot_legend01.gif); border:
solid 1px black; width: 12px; height: 12px }
div.legend td.color02 { background: #396 url(Images/gui/dots/dot_legend02.gif); border:
solid 1px black; width: 12px; height: 12px }
div.legend td.color03 { background: #c36 url(Images/gui/dots/dot_legend03.gif); border:
solid 1px black; width: 12px; height: 12px }
div.legend td.color04 { background: #fc3 url(Images/gui/dots/dot_legend04.gif); border:
solid 1px black; width: 12px; height: 12px }
div.legend td.color05 { background: #009 url(Images/gui/dots/dot_legend05.gif); border:
solid 1px black; width: 12px; height: 12px }
div.legend td.color06 { background: #9cc url(Images/gui/dots/dot_legend06.gif); border:
solid 1px black; width: 12px; height: 12px }
div.legend td.color07 { background: #936 url(Images/gui/dots/dot_legend07.gif); border:
solid 1px black; width: 12px; height: 12px }
div.legend td.color08 { background: #f96 url(Images/gui/dots/dot_legend08.gif); border:
solid 1px black; width: 12px; height: 12px }
div.legend td.color09 { background: #cc6 url(Images/gui/dots/dot_legend09.gif); border:
solid 1px black; width: 12px; height: 12px }
div.legend td.color10 { background: #fcc url(Images/gui/dots/dot_legend10.gif); border:
solid 1px black; width: 12px; height: 12px }
div.legend td.text { font-size: 9px; padding-left: 22px }
div.legend td.vspacer { height: 8px }
div.legend td.hspacer { width: 20px }

/*Buttons*/
button { color: #485464; font-size: 10px; font-family: Verdana, Arial; font-
weight: bold; background-image: url(Images/gui/bu_bg.png); background-repeat: repeat-x;
cursor: pointer; height: 23px; vertical-align: middle; border-style: solid; border-
width: 1px; border-color: #eceeef #485464 #485464 #eceeef }
.button_default { font-family: Verdana, Arial; background-repeat: repeat-x; text-
align: center; cursor: pointer; width: 70px; vertical-align: middle; border-width: 1px
}
.button_action { font-size: 9px; font-family: Verdana, Arial; font-weight: bold;
line-height: 9px; cursor: pointer; height: 17px; vertical-align: baseline }

/*Table headers (column and row)*/
th /* Fixing table's row header to default text */ { font-size: 10px; font-weight:
normal; text-align: left }
th.header /* A replacement for class .table_header from properties.css */ { color:
#293f6f; font-weight: bold; background-color: white; cursor: pointer; padding-right:
4px; padding-left: 4px; height: 18px; border-top: 2px solid #54658c; border-bottom: 2px
solid #54658c }
```

```

th.header_number { color: #293f6f; font-weight: bold; background-color: white; text-align: right; cursor: pointer; padding-right: 4px; padding-left: 4px; height: 18px; border-top: 2px solid #54658c; border-bottom: 2px solid #54658c }
th.header_icon { color: #293f6f; font-weight: bold; background-color: white; text-align: center; cursor: pointer; padding-right: 4px; padding-left: 4px; height: 18px; border-top: 2px solid #54658c; border-bottom: 2px solid #54658c }
th.header_sort /* A replacement for class .table_header_sort from properties.css */ { color: #485464; font-weight: bold; background-color: #f3f3f3; cursor: pointer; padding-left: 4px; height: 18px; border-top: 2px solid #485464; border-right: #485464; border-bottom: 2px solid #485464; border-left: #485464 }
/*Containers*/
form.container /* Added by Alona */ { width: 100%; height: 100% }
div.container /* Added by Alona */ { width: 100%; height: 100% }
/*About*/
div.about table.background { background-image: url("Images/gui/about51.jpg"); background-repeat: no-repeat; text-align: left; padding: 115px 40px 20px; width: 600px; height: 400px }
div.about td.headline { color: #8e001d; font-size: 11px; font-weight: bold; text-decoration: none; height: 14px }
div.about span.headline { color: #8e001d; font-size: 11px; font-weight: bold; text-decoration: none; border-bottom: 1px solid #c0bfb3 }
/*Added after the branding*/
/*<agl.folder "tree">*/
img { margin: 0; padding: 0; border: none }
div.tree { cursor: auto !important }
div.tree a { color: #000000; text-decoration: none; padding-right: 2px; padding-left: 2px }
div.tree img, div.tree input { margin: 0; padding: 2px 0; width: 12px; height: 12px; vertical-align: middle; border: none }
div.tree p, div.tree span { white-space: nowrap; margin: 0; padding: 1px 0; vertical-align: middle }
div.tree .labelover { color: #8e001d; text-decoration: none; background-color: #e0e0e0; padding-right: 2px; padding-left: 2px }
div.tree .selectedlabel { color: #ffffff; background-color: #7f8792; padding-right: 2px; padding-left: 2px }
div.tree .selectedlabelover { color: white; text-decoration: none; background-color: #6669; padding-right: 2px; padding-left: 2px }
div.tree .i0 { margin-left: 0 }
div.tree .i1 { margin-left: 16px }
div.tree .i2 { margin-left: 32px }
div.tree .i3 { margin-left: 48px }
div.tree .i4 { margin-left: 64px }
div.tree .i5 { margin-left: 80px }
div.tree .i6 { margin-left: 96px }
div.tree .i7 { margin-left: 112px }
div.tree .i8 { margin-left: 128px }
div.tree .i9 { margin-left: 144px }

```

div.tree .i10 { margin-left: 160px }
div.tree .i11 { margin-left: 176px }
div.tree .i12 { margin-left: 192px }
div.tree .i13 { margin-left: 208px }
div.tree .i14 { margin-left: 224px }
div.tree .i15 { margin-left: 240px }
div.tree .i16 { margin-left: 256px }
div.tree .i17 { margin-left: 272px }
div.tree .i18 { margin-left: 288px }
div.tree .i19 { margin-left: 304px }
div.tree .i20 { margin-left: 320px }
div.tree .i21 { margin-left: 336px }
div.tree .i22 { margin-left: 352px }
div.tree .i23 { margin-left: 368px }
div.tree .i24 { margin-left: 384px }
div.tree .i25 { margin-left: 400px }
div.tree .i26 { margin-left: 416px }
div.tree .i27 { margin-left: 432px }
div.tree .i28 { margin-left: 448px }
div.tree .i29 { margin-left: 464px }
div.tree .i30 { margin-left: 480px }
div.tree .i31 { margin-left: 496px }
div.tree .i32 { margin-left: 512px }
div.tree .i33 { margin-left: 528px }
div.tree .i34 { margin-left: 544px }
div.tree .i35 { margin-left: 560px }
div.tree .i36 { margin-left: 576px }
div.tree .i37 { margin-left: 592px }
div.tree .i38 { margin-left: 608px }
div.tree .i39 { margin-left: 624px }
div.tree .i40 { margin-left: 640px }
div.tree .i41 { margin-left: 656px }
div.tree .i42 { margin-left: 672px }
div.tree .i43 { margin-left: 688px }
div.tree .i44 { margin-left: 704px }
div.tree .i45 { margin-left: 720px }
div.tree .i46 { margin-left: 736px }
div.tree .i47 { margin-left: 752px }
div.tree .i48 { margin-left: 768px }
div.tree .i49 { margin-left: 784px }
div.tree .i50 { margin-left: 800px }
div.tree .i51 { margin-left: 816px }
div.tree .i52 { margin-left: 832px }
div.tree .i53 { margin-left: 848px }
div.tree .i54 { margin-left: 864px }
div.tree .i55 { margin-left: 880px }
div.tree .i56 { margin-left: 896px }

```

div.tree .i57 { margin-left: 912px }
div.tree .i58 { margin-left: 928px }
div.tree .i59 { margin-left: 944px }
div.tree .i60 { margin-left: 960px }
div.tree .i61 { margin-left: 976px }
div.tree .i62 { margin-left: 992px }
div.tree .i63 { margin-left: 1008px }
div.tree .i64 { margin-left: 1024px }
div.tree .i65 { margin-left: 1040px }
div.tree .i66 { margin-left: 1056px }
div.tree .i67 { margin-left: 1072px }
div.tree .i68 { margin-left: 1088px }
div.tree .i69 { margin-left: 1104px }
div.tree .i70 { margin-left: 1120px }
div.tree .i71 { margin-left: 1136px }
div.tree .i72 { margin-left: 1152px }
div.tree .i73 { margin-left: 1168px }
div.tree .i74 { margin-left: 1184px }
div.tree .i75 { margin-left: 1200px }
div.tree .i76 { margin-left: 1216px }
div.tree .i77 { margin-left: 1232px }
div.tree .i78 { margin-left: 1248px }
div.tree .i79 { margin-left: 1264px }
div.tree .i80 { margin-left: 1280px }
div.tree .i81 { margin-left: 1296px }
div.tree .i82 { margin-left: 1312px }
div.tree .i83 { margin-left: 1328px }
div.tree .i84 { margin-left: 1344px }
div.tree .i85 { margin-left: 1360px }
div.tree .i86 { margin-left: 1376px }
div.tree .i87 { margin-left: 1392px }
div.tree .i88 { margin-left: 1408px }
div.tree .i89 { margin-left: 1424px }
div.tree .i90 { margin-left: 1440px }
div.tree .i91 { margin-left: 1456px }
div.tree .i92 { margin-left: 1472px }
div.tree .i93 { margin-left: 1488px }
div.tree .i94 { margin-left: 1504px }
div.tree .i95 { margin-left: 1520px }
div.tree .i96 { margin-left: 1536px }
div.tree .i97 { margin-left: 1552px }
div.tree .i98 { margin-left: 1568px }
div.tree .i99 { margin-left: 1584px }
div.tree .i100 { margin-left: 1600px }
/*</agl.folder>*/
/*<agl.folder "login">*/
body.login { background-color: #d4d4d4; background-image:

```

```
url("Images/gui/login/login_bg.gif"); background-repeat: repeat-x; text-align: center;
overflow: auto }
table.login_layout { width: 450px }
td.login_main { background-color: white; text-align: center; padding: 10px; width:
450px; height: 284px; vertical-align: top; border-top: #8e001d; border-right: 1px solid
#8e001d; border-bottom: 1px solid #8e001d; border-left: 1px solid #8e001d }
button.login { font-size: 11px; font-weight: bold; width: 80px; height: 27px; vertical-
align: middle; border-width: 2px }
/*</agl.folder>*/
```


.750WidthClass { width:750px; [Obtained via FOIA by Judicial Watch, Inc.](#)

.750WidthClassScroll { width:730px; }

.150WidthClass { width:150px; }

.150WidthClassScroll { width:130px; }

.250WidthClass { width:250px; }

.250WidthClassScroll { width:230px; }

.300WidthClass { width:300px; }

.280WidthClassScroll { width:280px; }

.40WidthClass { width:40px;}

.90WidthClass { width:90px;}

.230WidthClass { width:230px;}

.gridcellCursorHand {width: 31px; height: 25px; font-family: 'Arial', monospace; font-size: 10px; cursor:hand;}

.gridcell {width: 31px; height: 25px; font-family: 'Arial', monospace; font-size: 10px;}

.bordergridcell {width: 31px; height: 25px; border:1px solid #485464; font-family: 'Arial', monospace; font-size: 10px;}

.timegridcell { font-size: 10px; font-family:Verdana, Arial; writing-mode:tb-rl; width: 31px; height: 60px;}

a:hover { color: #8e001d; text-decoration: underline}

a { color: #669; text-decoration: underline }

a.tab_dis { color: #485464; font-size: 10px; text-decoration: none; width: 100%; height: 100% }

a.tab_dis:hover { color: #8e001d; font-size: 10px; text-decoration: underline; width: 100%; height: 100% }

```

.750WidthClass { width:600px; Obtained via FOIA by Judicial Watch, Inc.
.750WidthClassScroll { width:580px; }

.150WidthClass { width:150px; }
.150WidthClassScroll { width:130px; }

.250WidthClass { width:250px; }
.250WidthClassScroll { width:230px; }

.300WidthClass { width:300px; }
.300WidthClassScroll { width:280px; }

.40WidthClass { width:40px;}
.90WidthClass { width:90px;}
.230WidthClass { width:230px;}

.gridcellCursorHand {width: 20px; height:25px; font-family: 'Arial', monospace; font-
size: 10px; cursor:hand;}
.gridcell {width: 20px; height:25px; font-family: 'Arial', monospace; font-size: 10px;}
.bordergridcell {width: 20px;height:25px; font-family: 'Arial', monospace; font-size:
10px;}
.timegridcell {font-size: 10px; font-family: Arial; writing-mode:tb-rl; mso-rotate:-
90; width:20px; height:60px;}
.tabledata_plainrow { color: black; font-size: 10px; font-family: Verdana, Arial;
vertical-align: middle; padding-right: 4px; padding-left: 4px; height: 18px }

.basic_selection_component { color: black; font-size: 10px; font-family: Verdana,
Arial;}
.left_time_component { color: black; font-size: 10px; font-family: Verdana, Arial;
width:23px; height:18px; border-left-width: thin; border-right-width: 0; border-bottom-
width: thin; border-top-width: thin;line-height: 90%;}
.right_time_component {color: black; font-size: 10px; font-family: Verdana, Arial;
width:20px; height:18px; border-left-width: 0; border-right-width: thin; border-top-
width: thin; border-bottom-width: thin;line-height: 90%;}
.mid_time_component { color: black; font-size: 10px; font-family: Verdana, Arial;
width:16px; height:18px; border-left-width: 0; border-right-width: 0; border-top-width:
thin; border-bottom-width: thin;line-height: 90%;}
.seperator_time_component { color: black; font-size: 10px; font-family: Verdana, Arial;
width:4px; height:18px; border-left-width: 0; border-right-width: 0; border-top-width:
thin; border-bottom-width: thin;line-height: 90%; }
.up_down_btn {height:10px;width:16px;}

.teaser_line { color: #003366; font-size: 11px; font-weight: normal; text-align: left;
list-style-position: outside;
height: 20px; vertical-align: middle;}

/* Properties */

```

```

/* Temporary classes */
td      { color: black; font-size: 10px; font-family: Verdana, Arial }
ul      { color: black; font-size: 10px; font-family: Verdana, Arial }
a:hover  { color: black; text-decoration: none}
a       { color: black; text-decoration: none }
a.tab_dis { color: black; text-decoration: none }
a.tab_dis:hover { color: black; text-decoration: none }


.header_page { color: black; font-size: 20px; font-family: Helvetica, Arial,
SunSans-Regular, sans-serif; font-weight:
normal; text-align: left; letter-spacing: 1px; height: 25px; vertical-align: middle;
border-bottom: 1px solid #003366 }
.header_timerange { color: black; font-size: 12px; font-weight: normal; text-align:
right; height: 25px; vertical-align: middle; border-bottom: 1px solid #003366 }


.text_em { font-weight: bold }


.header_second { color: #003366; font-size: 12px; font-weight: normal; text-align:
left; list-style-position: outside;
height: 20px; vertical-align: middle; border-bottom: 2px dotted #b6bbc1 }


.table_header { color: #485464; font-size: 10px; font-family: Verdana,
Arial; font-weight: bold; background-color: white; padding-left: 4px; height: 18px;
vertical-align: middle; border-top: 2px solid #485464; border-right: #485464; border-
bottom: 2px solid #485464; border-left: #485464; title: Sort by Me }


.tabledata_lightrow { color: black; font-size: 10px; font-family: Verdana, Arial;
background-color: #f3f3f3; vertical-align: middle; padding-right: 4px; padding-left:
4px; height: 18px }
.tabledata_darkrow { color: black; font-size: 10px; font-family: Verdana, Arial;
background-color: #e6e6e6; vertical-align: middle; padding-right: 4px; padding-left:
4px; height: 18px }
.tabledata_end { height: 3px; border-top: 2px solid #485464 }


.treelink { padding: 2px 2px 2px 3px; height: 13px }
.sp_2px_row { height: 2px }
.sp_5px_row { height: 5px }
.sp_10px_row { height: 10px }
.bu_toexcel { background: #dadde0 url("tbic_toexcel.png") no-repeat; width: 23px;
height: 22px; vertical-align: top; border-width: 1px }
.sp_h_line { height: 1px; border-bottom: 1px solid #7f8792 }
body { font-family: Verdana, Arial; background-color: white; scrollbar-arrow-color:
#485464; scrollbar-base-color: #A3A9B1; scrollbar-darkshadow-color: #A3A9B1; scrollbar-
face-color: #C8CBD0; scrollbar-highlight-color: #ffffff; scrollbar-shadow-color:
#ffffff; scrollbar-track-color: #DADDE0 ; word-break: keep-all }

```

```
body.main { font-family: Verdana, Arial; margin: 5px 15px 15px }
body.main_navtab { font-family: Verdana, Arial; background-color: #dadde0; margin:
5px 15px 15px }
body.top { background-color: #d4d4d4; background-image: url("top_bg.gif");
background-repeat: repeat-x; text-align: left; margin: 0 }

/* Adv_Properties */
/* pane full */
div.pane_full td.border { background-color: white; padding: 1px; height: 100%;
border: solid 1px #485464 }
div.pane_full td.top { vertical-align: top}
div.pane_full td.body { background-color: white; padding: 8px 5px 5px; height:
100%; vertical-align: top }
div.pane_full td.panin_cell { vertical-align: top; padding: 5px }
div.pane_full td.header { color: white; font-size: 11px; font-family: Verdana,
Arial; font-weight: bold; line-height: 13px; background-image:
url(Images/gui/pane_bg.png); background-repeat: repeat-x; padding-right: 5px; padding-
left: 10px; width: 40%; height: 20px; vertical-align: middle; border-bottom: 1px solid
#485464 }
div.pane_full td.tabs { background-color: #a9b2c5; vertical-align: bottom; width:
60%; height: 20px }
div.pane_full td.tab_emp { text-align: center; width: 1%; height: 15px; border-bottom:
1px solid #485464 }
div.pane_full td.tab_sel { color: black; font-size: 10px; font-weight: bold;
background-color: white; text-align: center; width: 10%; height: 15px; vertical-align:
bottom; border-style: solid solid none; border-width: 1px; border-color: #485464 }
div.pane_full td.tab_dis { font-size: 10px; font-weight: bold; text-align: center;
width: 10%; height: 15px; vertical-align: middle; border-bottom: 1px solid #485464 }
div.pane_full td.tabs a { color: #485464; font-size: 10px; text-decoration: none;
width: 100%; height: 100% }
div.pane_full td.tabs a:hover { color: #8e001d; font-size: 10px; text-decoration:
underline; width: 100%; height: 100% }

/*Message Box: Error, Warning, Info*/
div.error td.border { background-color: #faeaea; padding: 1px; width: 100%; border:
solid 1px #c33 }
div.error td.header { color: white; font-size: 11px; font-weight: bold; line-height:
13px; background-color: #c33; background-image:
url('../%22Images/gui/pane_errorbg.png%22'); background-repeat: repeat-x; padding-
right: 10px; padding-left: 10px; height: 20px; border-bottom: 1px solid #c33 }
div.error td.icon { background: url(Images/gui/ic_error.gif) no-repeat; width: 60px;
vertical-align: top }
div.error td.footer { text-align: center; padding-top: 5px; vertical-align: middle;
border-top: 1px solid #c33 }
div.warning td.border { background-color: #fbf7ea; padding: 1px; width: 100%; border:
solid 1px #dcae2e }
```

```
div.warning td.header { color: white; font-size: 11px; font-weight: bold; line-
height: 13px; background-color: #dcae2e; background-image:
url("Images/gui/pane_warnbg.png"); background-repeat: repeat-x; padding-right: 10px;
padding-left: 10px; height: 20px; border-bottom: 1px solid #dcae2e }
div.warning td.icon { background: url(Images/gui/ic_warn.gif) no-repeat; width: 60px;
vertical-align: top }
div.warning td.footer { text-align: center; padding-top: 5px; vertical-align: middle;
border-top: 1px solid #dcae2e }
div.info td.border { background-color: #f3f3f3; padding: 1px; width: 100%; border:
solid 1px #485464 }
div.info td.header { color: white; font-size: 11px; font-weight: bold; line-height:
13px; background-image: url("Images/gui/pane_bg.png"); background-repeat: repeat-x;
padding-right: 10px; padding-left: 10px; height: 20px; border-bottom: 1px solid #485464
}
div.info td.icon { background: url(Images/gui/ic_info.gif) no-repeat; width: 60px;
vertical-align: top }
div.info td.footer { text-align: center; padding-top: 5px; vertical-align: middle;
border-top: 1px solid #485464 }
div.error td.body, div.warning td.body, div.info td.body { padding: 10px }
div.error td.body_naked, div.warning td.body_naked, div.info td.body_naked { padding:
2px 5px 3px }

.pane_body { background-color: white; padding: 5px }
.pane_header { color: white; font-size: 11px; font-family: Verdana, Arial; font-
weight: bold; line-height: 13px; background-image: url(pane_bg.png); background-repeat:
repeat-x; padding-right: 5px; padding-left: 10px; height: 20px; vertical-align: middle;
border-bottom: 1px solid #485464 }
.pane_border { background-color: white; padding: 1px; border: solid 1px #485464 }
```



[Summary](#)

[Running Vusers](#)

[Vuser Summary](#)

[Transaction Summary](#)

[Average Transaction Response Time](#)

[Transaction Response Time \(Percentile\)](#)

[Total Transactions per Second](#)

[Hits per Second](#)

[Throughput](#)

[Throughput \(MB\)](#)

[HTTP Status Code Summary](#)

[HTTP Responses per Second](#)

[Host Resources](#)

[Error Statistics](#)

// functions for numeric up/down

Obtained via FOIA by Judicial Watch, Inc.

```
function ValidateRange(element, min, max)
```

```
{
var value = element.value;
var intValue = parseInt(value);
if (intValue > max)
element.value = max;
if (intValue < min)
element.value = min;
}
```

```
function IsNumeric(e)
```

```
{
var iKeyCode = 0;
iKeyCode=window.event.keyCode;
if(iKeyCode<48 || iKeyCode>57)
{
window.event.keyCode=0;
}
}
```

```
function increment(element, inc, min, max)
```

```
{
var value = element.value;
var intValue = parseInt(value);
intValue = intValue + inc;
```

```
element.value = intValue;
```

```
ValidateRange(element, min, max);
```

```
}
```

```
// functions for toggling a row in a multi-level grid
```

```
function ToggleRow(ctl)
```

```
{
var row = ctl.parentNode.parentNode;
var tbl = row.parentNode;
var crow = tbl.rows[row.rowIndex + 1];
```

```
tbl = tbl.parentNode;
```

```
if (crow.style.display == 'none')
```

```
{
crow.style.display = '';
ctl.innerHTML = '-';
}
```

```
else
```

```

{
crow.style.display = 'none';
ctl.innerHTML = '+';
}
}

// functions for the flow report
function openObservation(ObservationsTable)
{
if (!ObservationsTable)return false;
if (!ObservationsTable.selectedtr) return false;
if (!ObservationsTable.selectedtr.ObservationGuid) return false;

ObservationsTable.selectedtr.visited = "visited";
window.navigate("ObservationGuid:" + ObservationsTable.selectedtr.ObservationGuid);
return false;
}

function markRow(ObservationsTable)
{
if (!event) return;
var tr = event.srcElement;

// get the containing row
while (tr.tagName != 'TR')
tr = tr.parentElement;

// unmark the previously marked row
if (ObservationsTable.selectedtr)
{
if (ObservationsTable.selectedtr.visited == "visited")
ObservationsTable.selectedtr.style.backgroundColor = "pink";
else
ObservationsTable.selectedtr.style.backgroundColor = "";
}

// mark the selected row
ObservationsTable.selectedtr = tr;
tr.style.backgroundColor = "#dcae2e";

}

function setSLAWorstTransDivMaxHeight(SLAWorstTransDiv)
{
// if the height is too short, remove the scrollbars from the
// div.

```



```
if (!SLAWorstTransDiv) return;
var scrollHeight = SLAWorstTransDiv.scrollHeight;
if (scrollHeight > 300)
{
  SLAWorstTransDiv.className = "InfiniteWidth300HeightClass";
}
}

function setSLATableDivMaxHeight(SLATableDiv)
{
  // if the height is too short, remove the scrollbars from the
  // div.
  if (!SLATableDiv) return;
  var scrollHeight = SLATableDiv.scrollHeight;
  if (scrollHeight > 300)
  {
    SLATableDiv.className = "InfiniteWidth300HeightClass";
  }
}

function setObservationsDivMaxHeight(ObservationsDiv)
{
  // if the height is too short, remove the scrollbars from the
  // div.
  if (!ObservationsDiv) return;
  var scrollHeight = ObservationsDiv.scrollHeight;
  if (Math.max(scrollHeight, 400) == 400)
  {
    ObservationsDiv.className = "750WidthClass";
  }
}
```

Analysis Reports

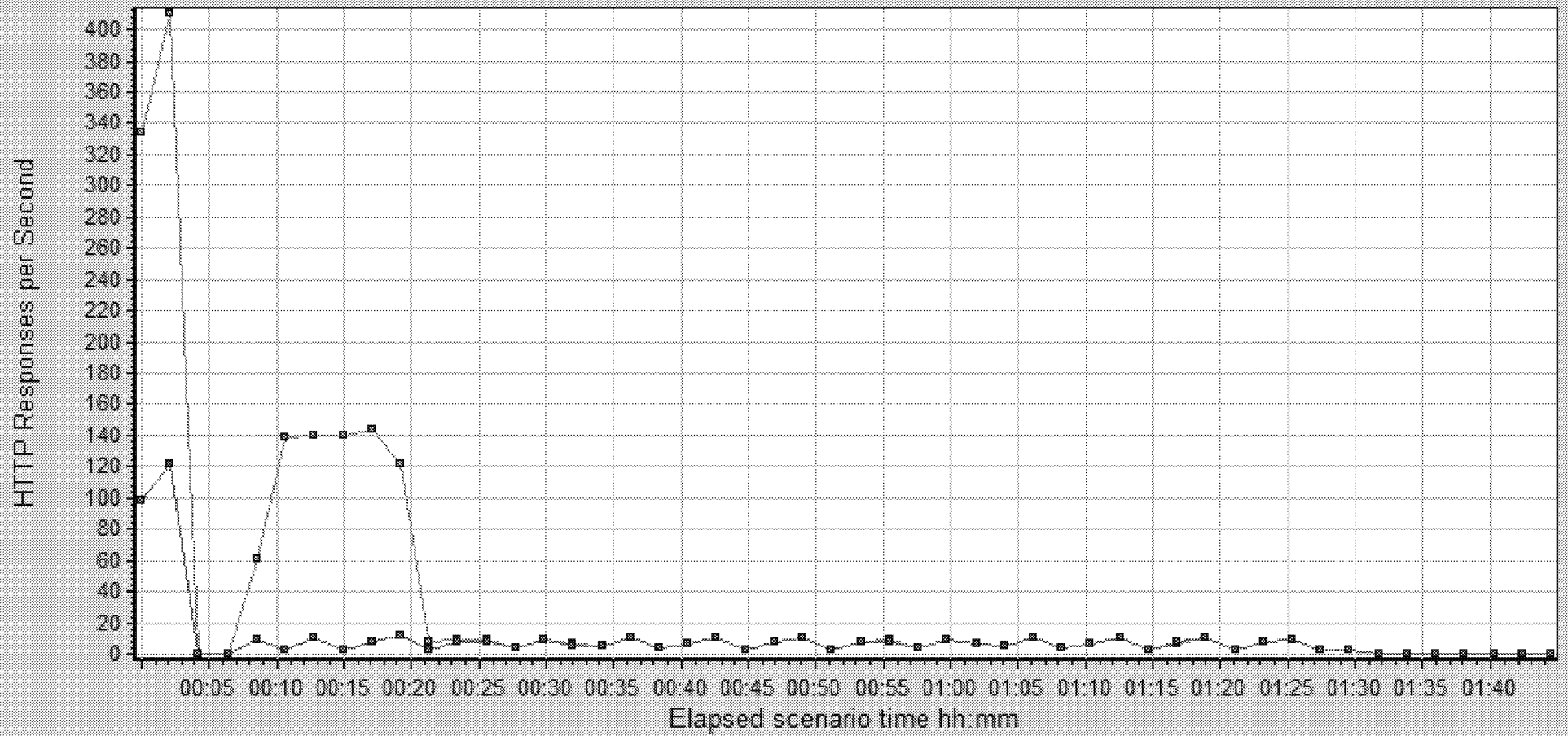


LoadRunner

Lead Runner

Mercury
Performance Center

HTTP Responses per Second



Relative Time	HTTP_200	HTTP_302
00:00	333.469	97.891
00:02	410.516	122.125
00:04	0	0
00:06	0	0
00:08	60.891	9.633
00:10	138.547	2.242
00:12	140.242	9.922
00:14	140.5	2.25
00:17	143.344	7.484
00:19	122.172	11.141
00:21	7.227	2.43
00:23	9.023	8.289
00:25	8.578	7.992
00:27	3.453	3.609
00:29	8.977	9.195
00:32	6.156	5.648
00:34	4.82	5.109
00:36	9.914	10.133
00:38	4.047	3.602
00:40	6.133	6.414
00:42	10.305	10.281
00:44	2.664	2.516
00:46	7.258	7.391
00:49	9.93	9.773
00:51	2.383	2.445
00:53	7.992	8.234
00:55	8.672	8.242
00:57	3.25	3.563
00:59	8.914	9.078
01:01	6.5	6.023
01:04	4.672	4.859
01:06	9.805	9.977
01:08	4.281	3.945
01:10	5.961	6.211
01:12	10.234	10.305
01:14	2.859	2.648
01:16	7.063	7.273
01:18	10.07	9.883
01:21	2.32	2.383
01:23	7.914	8.039
01:25	8.945	8.586
01:27	2.445	2.68
01:29	2.93	2.68
01:31	0.008	0
01:33	0	0
01:36	0	0
01:38	0	0
01:40	0	0
01:42	0	0
01:44	0	0

Host Resources

Title: Host Resources

Graph data in Excel
format

Current Results:

Filters: None

Group By:

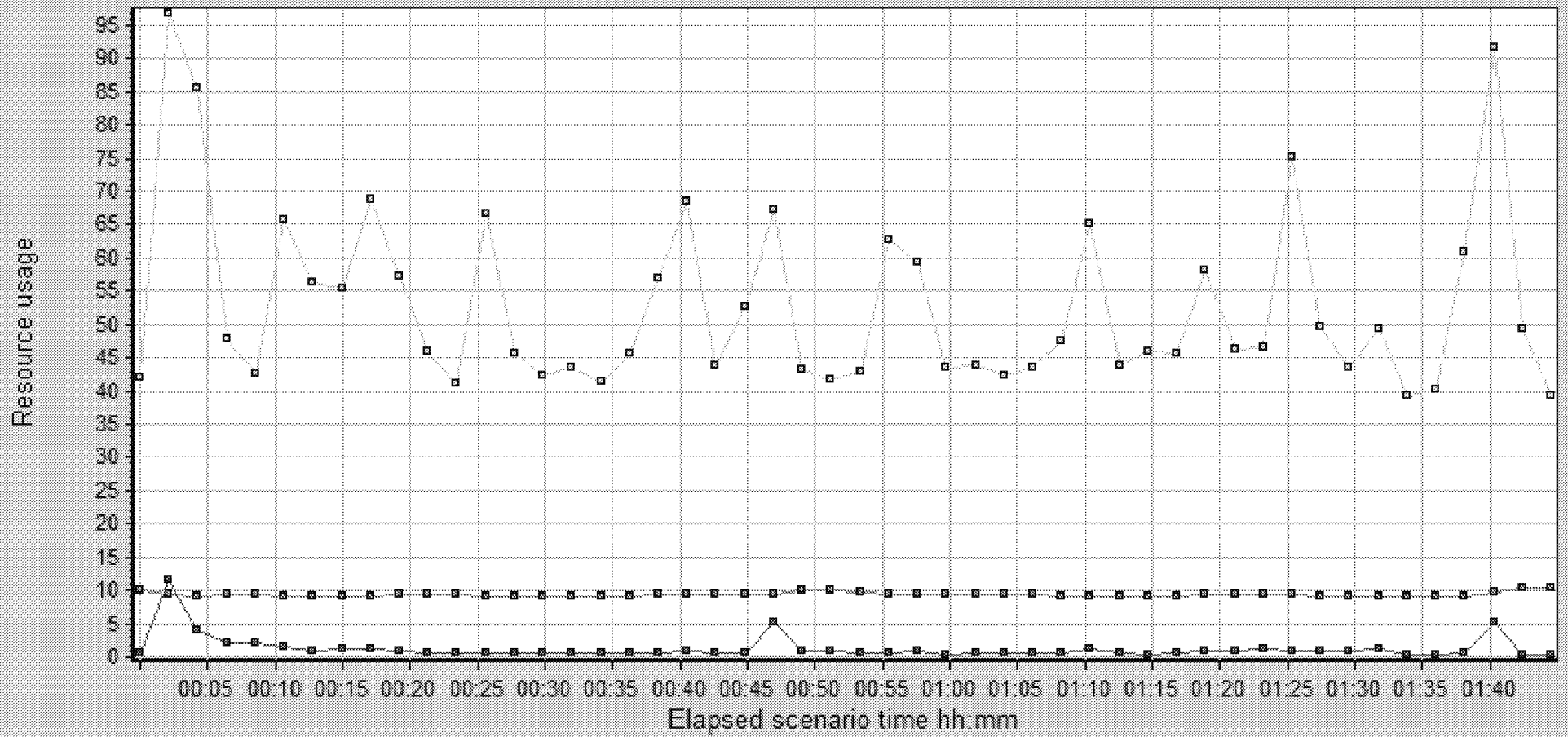
Granularity: 128 Seconds

☒ Host Resources Graph

Color	Scale	Measurement	Graph's Minimum	Graph's Average	Graph's Maximum	Graph's Median	Graph's Std. Deviation
	1	% Committed Bytes In Use (Memory):conap407	9.211	9.416	10.372	9.322	0.273
	1	% Disk Time (PhysicalDisk _Total):conap407	0.342	1.293	11.589	0.788	1.789
	10	% Processor Time (Processor _Total):conap407	3.914	5.280	9.676	4.665	1.347

Description: Displays a summary of the System Resources usage for each Windows based Performance Center host (Controller and Load Generators).

Host Resources



Relative Time	% Committed Bytes In Use (Memory):conap407	% Disk Time (PhysicalDisk _Total):conap407
00:00	10.008	0.71
00:02	9.374	11.589
00:04	9.313	4.125
00:06	9.332	2.044
00:08	9.321	2.095
00:10	9.288	1.631
00:12	9.283	0.995
00:14	9.238	1.384
00:17	9.231	1.149
00:19	9.352	1.038
00:21	9.325	0.622
00:23	9.33	0.539
00:25	9.298	0.542
00:27	9.28	0.586
00:29	9.265	0.512
00:32	9.282	0.739
00:34	9.249	0.538
00:36	9.221	0.678
00:38	9.319	0.622
00:40	9.339	0.869
00:42	9.346	0.79
00:44	9.347	0.576
00:46	9.462	5.193
00:49	10.07	0.869
00:51	10.066	0.847
00:53	9.631	0.726
00:55	9.48	0.543
00:57	9.459	0.983
00:59	9.378	0.467
01:01	9.341	0.733
01:04	9.339	0.699
01:06	9.319	0.498
01:08	9.298	0.788
01:10	9.298	1.382
01:12	9.307	0.597
01:14	9.279	0.452
01:16	9.262	0.681
01:18	9.368	0.986
01:21	9.359	0.842
01:23	9.355	1.159
01:25	9.322	1.027
01:27	9.301	0.943
01:29	9.299	0.996
01:31	9.302	1.369
01:33	9.238	0.465
01:36	9.211	0.477
01:38	9.281	0.646
01:40	9.695	5.103
01:42	10.372	0.482
01:44	10.365	0.342

% Processor Time (Processor _Total):conap407

42.071
96.76
85.5
47.793
42.502
65.697
56.162
55.25
68.817
57.315
45.864
41.231
66.796
45.773
42.39
43.54
41.352
45.804
57.031
68.48
43.835
52.698
67.303
43.29
41.686
42.957
62.821
59.482
43.604
43.721
42.285
43.387
47.385
65.204
43.916
46.027
45.666
58.006
46.16
46.649
75.049
49.554
43.594
49.256
39.141
40.322
60.883
91.647
49.188
39.276

Error Statistics

Title: Error Statistics

Graph data in Excel
format

Current Results:

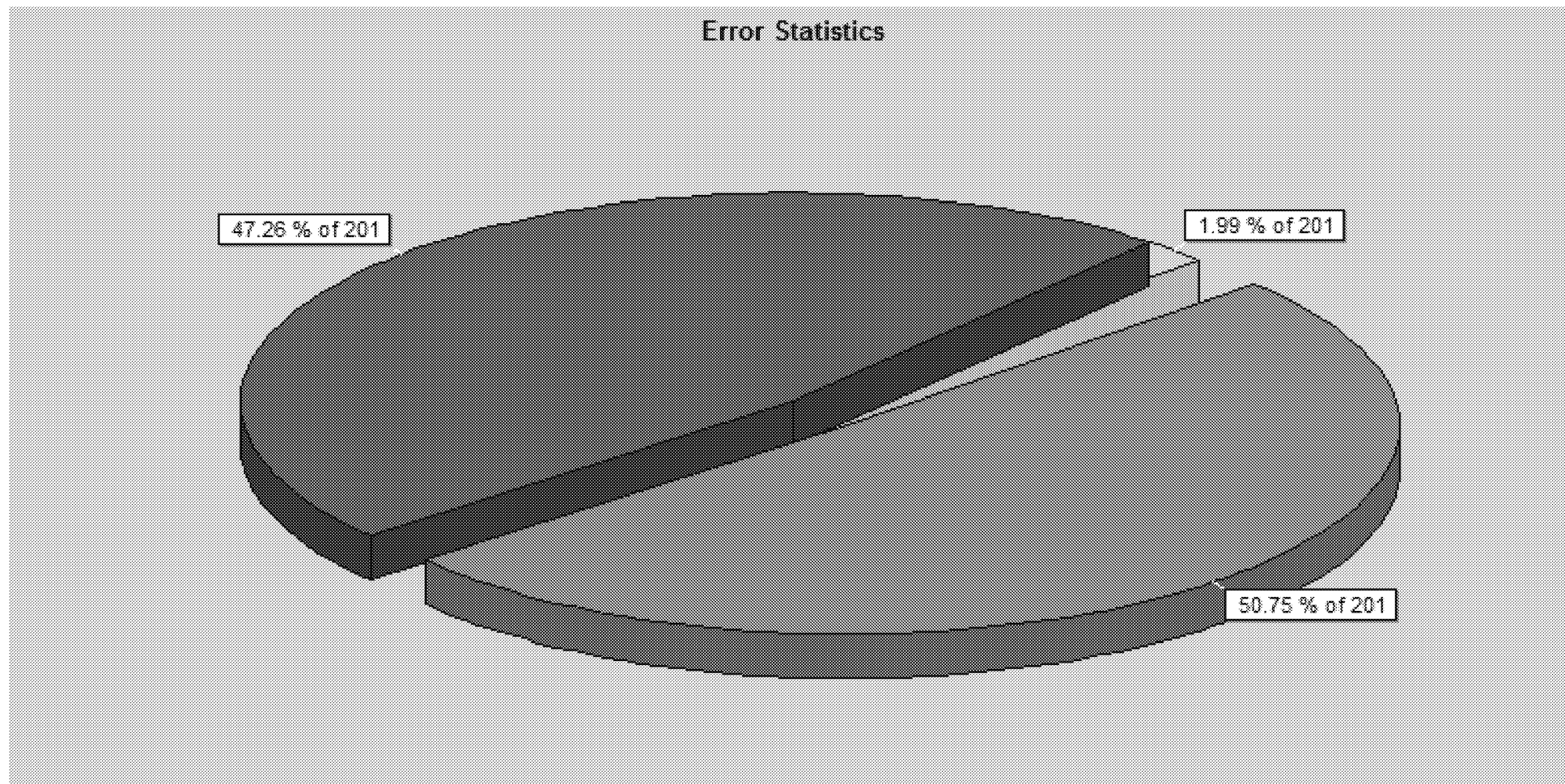
Filters: None

Group By:

☒ Error Statistics Graph

Color	Scale	Measurement	Graph Average
	1	Error -16985	95.000
	1	Error -27780	102.000
	1	Error -27796	4.000

Description: Displays the number of errors that accrued during the load test, grouped by error code.



Error Type	Number of Errors
Error -16985	95
Error -27780	102
Error -27796	4

Transaction Summary

Title: Transaction Summary

Graph data in Excel
format

Current Results:

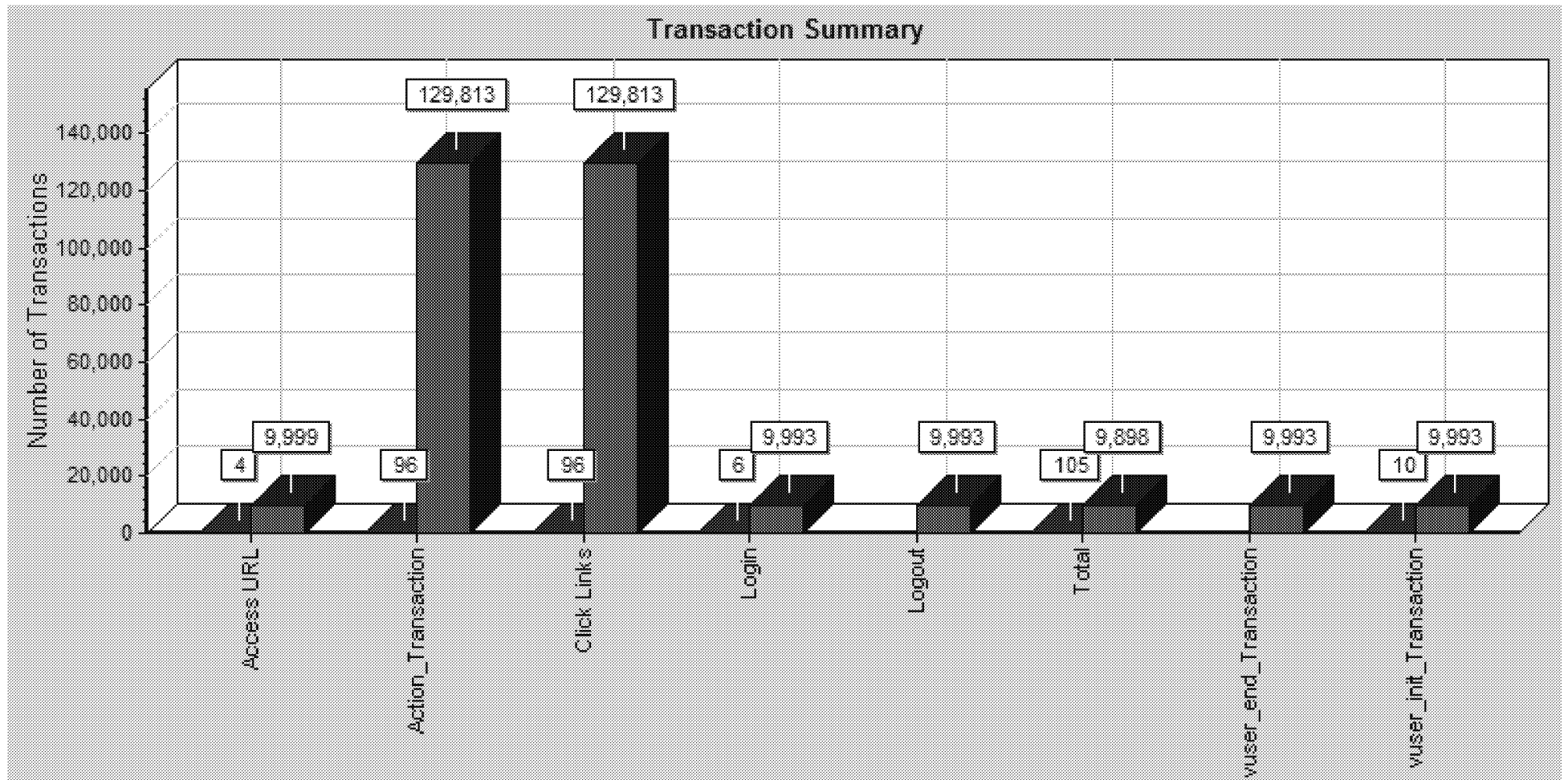
Filters: (do not Include Think Time)

Group By:

☒ Transaction Summary Graph

Color	Scale	Measurement
	1	Fail
	1	Pass

Description: Displays the number of transactions that passed, failed, stopped, or ended with errors.



Transaction Name	Fail	Pass
Access URL	4	9,999
Action_Transaction	96	129,813
Click Links	96	129,813
Login	6	9,993
Logout	0	9,993
Total	105	9,898
vuser_end_Transaction	0	9,993
vuser_init_Transaction	10	9,993

Average Transaction Response Time

Title: Average Transaction Response Time

Current Results:

Filters: Transaction End Status = (Pass), (do not Include Think Time)

Group By:

Granularity: 128 Seconds

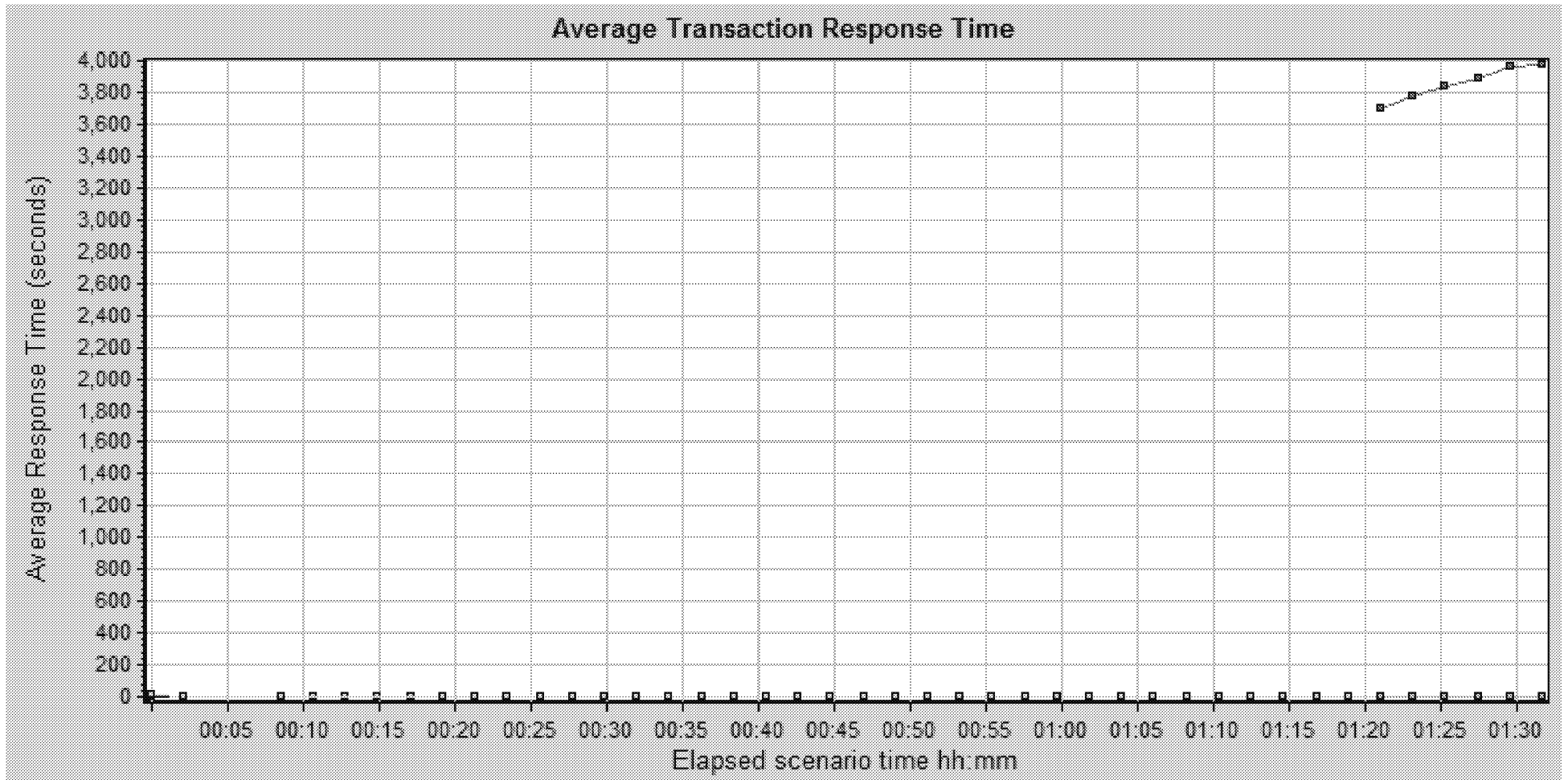
☒ Average Transaction Response Time Graph

Color	Scale	Measurement	Graph's Minimum	Graph's Average	Graph's Maximum	Graph's Median	Graph's Std. Deviation
	1	Access URL	0.823	2.824	6.282	3.315	2.236
	1	Action_Transaction	0.007	0.270	1.735	0.125	0.439
	1	Click Links	0.007	0.270	1.735	0.125	0.439
	1	Login	0.630	1.608	3.005	1.764	0.904
	1	Logout	0.345	0.352	0.356	0.354	0.004
	1	Total	3,701.515	3,857.516	3,976.481	3,890.431	99.438
	1	vuser_end Transaction	0.345	0.352	0.356	0.354	0.004
	1	vuser_init Transaction	1.527	4.439	9.016	5.357	3.039

Description: Displays the average time taken to perform transactions during each second of the load test. This graph helps you determine whether the performance of the server is within acceptable minimum and maximum transaction performance time ranges defined for your system.

Graph data in Excel
format





Relative Time	Access URL	Action_Transaction	Click Links	Login	Logout	Total
00:00	6.282			3.005		
00:02	3.315			1.764		
00:08	0.874			0.63		
00:10		1.633	1.633			
00:12		1.735	1.735			
00:14		1.577	1.577			
00:17		0.863	0.863			
00:19	0.823	0.957	0.957	1.031		
00:21		0.181	0.181			
00:23		0.104	0.104			
00:25		0.182	0.182			
00:27		0.019	0.019			
00:29		0.115	0.115			
00:32		0.174	0.174			
00:34		0.037	0.037			
00:36		0.128	0.128			
00:38		0.161	0.161			
00:40		0.059	0.059			
00:42		0.135	0.135			
00:44		0.119	0.119			
00:46		0.087	0.087			
00:49		0.154	0.153			
00:51		0.058	0.058			
00:53		0.095	0.095			
00:55		0.194	0.194			
00:57		0.021	0.021			
00:59		0.116	0.116			
01:01		0.193	0.193			
01:04		0.034	0.033			
01:06		0.125	0.125			
01:08		0.165	0.165			
01:10		0.058	0.058			
01:12		0.134	0.134			
01:14		0.124	0.123			
01:16		0.082	0.082			
01:18		0.161	0.16			
01:21		0.064	0.064		0.356	3,701.51
01:23		0.092	0.092		0.354	3,771.31
01:25		0.21	0.209		0.345	3,838.47
01:27		0.031	0.031		0.354	3,890.43
01:29		0.142	0.142		0.35	3,966.88
01:31		0.007	0.007		0.354	3,976.48

vuser_end_Transaction	vuser_init_Transaction
	9.016
	5.357
	1.527

1.857

0.356
0.354
0.345
0.354
0.35
0.354

Transaction Response Time (Percentile)

Title: Transaction Response Time (Percentile)

Current Results:

Filters: Transaction End Status = (Pass), (do not Include Think Time)

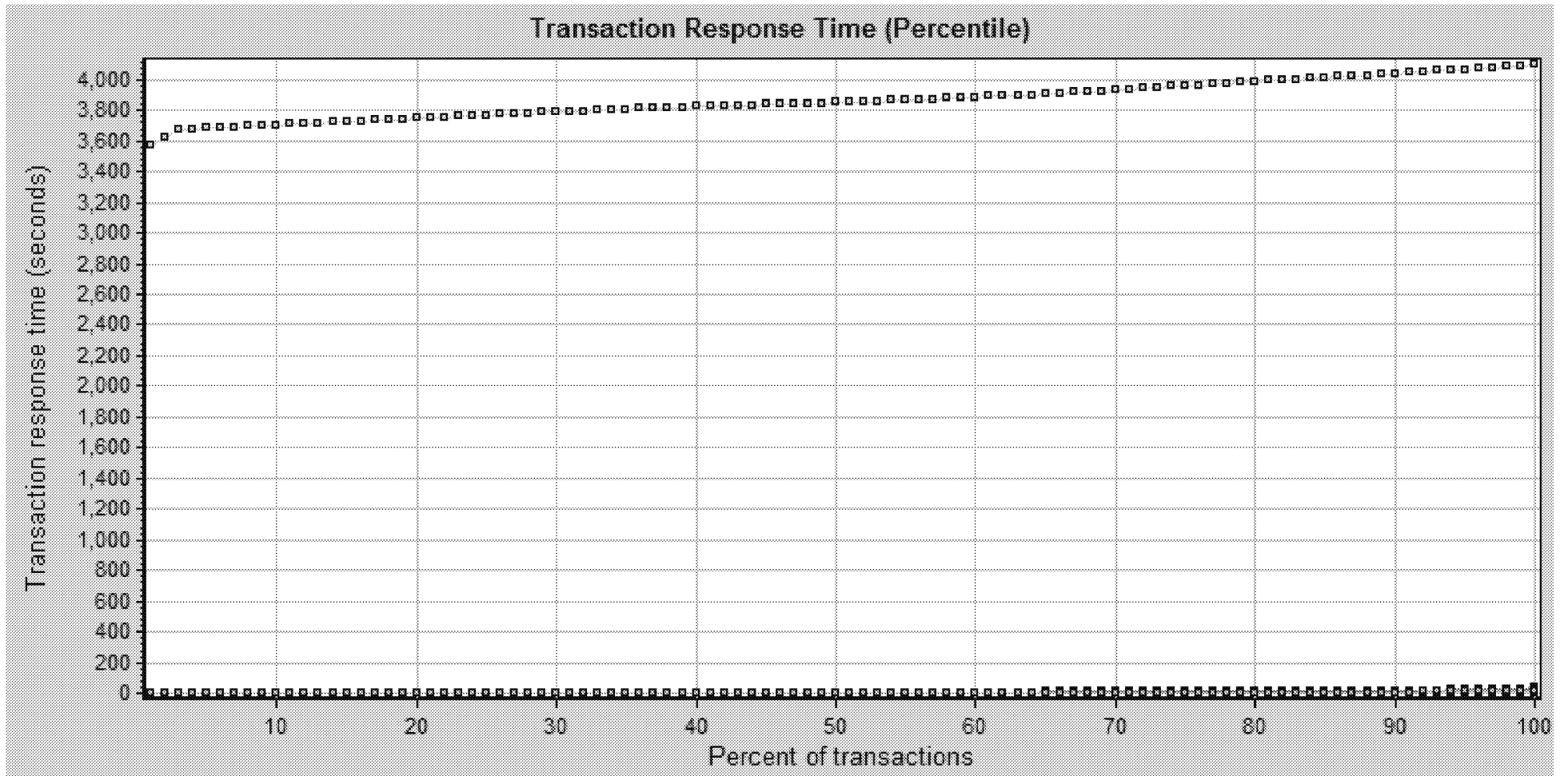
Group By:

☒ Transaction Response Time (Percentile) Graph

Color	Scale	Measurement	Graph Minimum	Graph Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	vuser_init Transaction	1.334	6.890	36.032	4.081	6.957
	1	Click Links	0.000	0.285	7.138	0.003	0.988
	1	Action Transaction	0.000	0.285	7.138	0.003	0.988
	1	Logout	0.215	0.355	0.562	0.355	0.029
	1	vuser_end Transaction	0.215	0.355	0.562	0.355	0.029
	1	Access URL	0.781	4.638	28.466	2.456	5.240
	1	Login	0.542	2.308	16.228	0.808	2.831
	1	Total	3,572.321	3,864.137	4,100.641	3,852.585	121.365

Description: Displays the percentage of transactions that were performed within a given time range. This graph helps you determine the percentage of transactions that meet the performance criteria defined for your system.

Graph data in Excel
format



Percent of Transactions	vuser_init_Transaction	Click Links	Action_Transaction	Logout
1	1.334	0	0	0.215
2	1.342	0	0	0.216
3	1.348	0	0	0.344
4	1.357	0	0	0.344
5	1.365	0	0	0.344
6	1.372	0	0	0.344
7	1.376	0.002	0.002	0.344
8	1.38	0.002	0.002	0.344
9	1.383	0.002	0.002	0.344
10	1.387	0.002	0.002	0.344
11	1.391	0.002	0.002	0.344
12	1.394	0.002	0.002	0.344
13	1.398	0.002	0.002	0.344
14	1.403	0.002	0.002	0.35
15	1.407	0.002	0.002	0.351
16	1.412	0.002	0.002	0.351
17	1.418	0.002	0.002	0.351
18	1.424	0.002	0.003	0.351
19	1.432	0.002	0.003	0.352
20	1.439	0.003	0.003	0.352
21	1.447	0.003	0.003	0.352
22	1.454	0.003	0.003	0.352
23	1.463	0.003	0.003	0.352
24	1.471	0.003	0.003	0.352
25	1.482	0.003	0.003	0.352
26	1.493	0.003	0.003	0.353
27	1.506	0.003	0.003	0.353
28	1.519	0.003	0.003	0.353
29	1.533	0.003	0.003	0.353
30	1.553	0.003	0.003	0.353
31	1.574	0.003	0.003	0.353
32	1.595	0.003	0.003	0.353
33	1.629	0.003	0.003	0.353
34	1.659	0.003	0.003	0.353
35	1.716	0.003	0.003	0.353
36	1.812	0.003	0.003	0.354
37	1.978	0.003	0.003	0.354
38	2.207	0.003	0.003	0.354
39	2.4	0.003	0.003	0.354
40	2.59	0.003	0.003	0.354
41	2.758	0.003	0.003	0.354
42	2.916	0.003	0.003	0.354
43	3.059	0.003	0.003	0.354
44	3.205	0.003	0.003	0.354
45	3.322	0.003	0.003	0.354
46	3.411	0.003	0.003	0.354
47	3.499	0.003	0.003	0.354
48	3.617	0.003	0.003	0.354
49	3.735	0.003	0.003	0.355
50	3.906	0.003	0.003	0.355

51	4.081	0.003	0.003	0.355
52	4.232	0.003	0.003	0.355
53	4.382	0.003	0.003	0.355
54	4.568	0.003	0.003	0.355
55	4.758	0.003	0.003	0.355
56	4.935	0.003	0.003	0.355
57	5.051	0.003	0.003	0.355
58	5.167	0.003	0.003	0.355
59	5.319	0.003	0.003	0.355
60	5.495	0.003	0.003	0.355
61	5.703	0.003	0.003	0.355
62	5.914	0.003	0.003	0.356
63	6.115	0.003	0.003	0.356
64	6.347	0.003	0.003	0.356
65	6.53	0.003	0.003	0.356
66	6.759	0.003	0.003	0.356
67	6.984	0.003	0.003	0.356
68	7.299	0.003	0.003	0.356
69	7.65	0.003	0.003	0.356
70	8.203	0.003	0.003	0.356
71	8.621	0.003	0.003	0.356
72	9.115	0.003	0.003	0.356
73	9.647	0.003	0.003	0.357
74	10.103	0.003	0.003	0.357
75	10.438	0.003	0.003	0.357
76	10.786	0.003	0.003	0.357
77	11.123	0.003	0.003	0.357
78	11.559	0.003	0.003	0.357
79	12.023	0.003	0.004	0.357
80	12.398	0.003	0.004	0.358
81	12.768	0.003	0.004	0.358
82	13.218	0.004	0.004	0.358
83	13.599	0.004	0.004	0.358
84	13.953	0.004	0.004	0.359
85	14.342	0.004	0.004	0.359
86	14.755	0.004	0.004	0.359
87	15.225	0.004	0.004	0.36
88	15.686	0.004	0.004	0.36
89	16.151	0.004	0.004	0.361
90	16.774	1.579	1.582	0.361
91	17.559	1.592	1.593	0.362
92	18.203	1.599	1.6	0.362
93	18.975	1.605	1.606	0.363
94	19.818	1.612	1.613	0.364
95	20.55	1.621	1.623	0.365
96	21.328	1.634	1.636	0.367
97	22.08	1.656	1.664	0.369
98	23.401	4.108	4.111	0.372
99	28.013	4.136	4.137	0.383
100	36.032	7.138	7.138	0.562

vuser_end_Transaction	Access URL	Login	Total
0.215	0.781	0.542	3,572.32
0.216	0.784	0.544	3,623.38
0.344	0.786	0.546	3,672.4
0.344	0.789	0.547	3,678.65
0.344	0.792	0.548	3,683.54
0.344	0.795	0.55	3,688.34
0.344	0.802	0.55	3,692.9
0.344	0.811	0.551	3,697.51
0.344	0.819	0.552	3,701.81
0.344	0.822	0.553	3,706.05
0.344	0.824	0.554	3,710.67
0.344	0.825	0.555	3,714.53
0.344	0.827	0.556	3,719.01
0.35	0.828	0.557	3,723.06
0.351	0.83	0.558	3,727.39
0.351	0.832	0.559	3,731.72
0.351	0.835	0.56	3,735.92
0.352	0.838	0.561	3,740.31
0.352	0.841	0.562	3,744.67
0.352	0.845	0.563	3,749.28
0.352	0.848	0.564	3,753.64
0.352	0.852	0.565	3,757.52
0.352	0.857	0.567	3,761.93
0.352	0.865	0.568	3,766.36
0.353	0.871	0.569	3,770.56
0.353	0.879	0.571	3,773.86
0.353	0.885	0.572	3,778.39
0.353	0.891	0.574	3,782.85
0.353	0.899	0.575	3,786.6
0.353	0.908	0.577	3,790.35
0.353	0.92	0.579	3,793.05
0.353	0.932	0.581	3,796.64
0.353	0.944	0.584	3,799.92
0.353	0.961	0.586	3,802.57
0.354	0.981	0.589	3,806.35
0.354	1.017	0.592	3,809.87
0.354	1.046	0.594	3,812.69
0.354	1.091	0.598	3,816.19
0.354	1.163	0.602	3,819.28
0.354	1.257	0.606	3,822.63
0.354	1.403	0.611	3,826.09
0.354	1.558	0.617	3,828.92
0.354	1.697	0.625	3,830.97
0.354	1.818	0.636	3,832.98
0.354	1.925	0.649	3,835.92
0.354	2.015	0.667	3,838.6
0.355	2.108	0.687	3,841.95
0.355	2.182	0.714	3,844.59
0.355	2.286	0.737	3,847.13
0.355	2.353	0.764	3,849.29

0.355	2.456	0.808	3,852.59
0.355	2.536	0.862	3,855.96
0.355	2.617	0.912	3,859.47
0.355	2.716	1.004	3,862.93
0.355	2.817	1.074	3,865.59
0.355	2.935	1.158	3,869.25
0.355	3.047	1.26	3,871.65
0.355	3.149	1.371	3,875.64
0.355	3.275	1.459	3,879.29
0.356	3.405	1.543	3,883.48
0.356	3.509	1.629	3,887.92
0.356	3.644	1.753	3,892.03
0.356	3.79	1.897	3,896.15
0.356	3.928	2.034	3,900.13
0.356	4.086	2.139	3,904.5
0.356	4.236	2.223	3,908.9
0.356	4.396	2.292	3,913.35
0.356	4.508	2.352	3,918.56
0.356	4.64	2.464	3,924.32
0.356	4.792	2.547	3,930.03
0.357	5.016	2.559	3,935.63
0.357	5.342	2.577	3,941.52
0.357	5.76	2.608	3,946.87
0.357	6.196	2.666	3,952.81
0.357	6.659	2.749	3,958.47
0.357	7.113	2.833	3,964.33
0.357	7.59	2.96	3,969.83
0.357	7.94	3.09	3,975.32
0.358	8.199	3.265	3,980.89
0.358	8.398	3.47	3,986.01
0.358	8.689	3.668	3,991.72
0.358	9.017	3.879	3,996.6
0.358	9.431	4.092	4,001.79
0.359	9.767	4.24	4,007.2
0.359	10.133	4.377	4,012.97
0.36	10.453	4.589	4,018.12
0.36	10.751	4.81	4,023.41
0.36	11.143	5.104	4,028.99
0.361	11.542	5.583	4,034.56
0.361	11.966	5.992	4,039.66
0.362	12.31	6.324	4,044.7
0.362	12.806	6.805	4,050.21
0.363	13.333	7.244	4,055.68
0.364	13.929	7.872	4,061.37
0.366	14.529	8.302	4,066.55
0.367	15.576	8.864	4,072.59
0.369	17.268	9.594	4,078.38
0.372	19.107	10.417	4,084.34
0.383	20.116	11.883	4,089.59
0.562	28.466	16.228	4,100.64

Total Transactions per Second

Title: Total Transactions per Second

Graph data in Excel
format



Current Results:

Filters: None

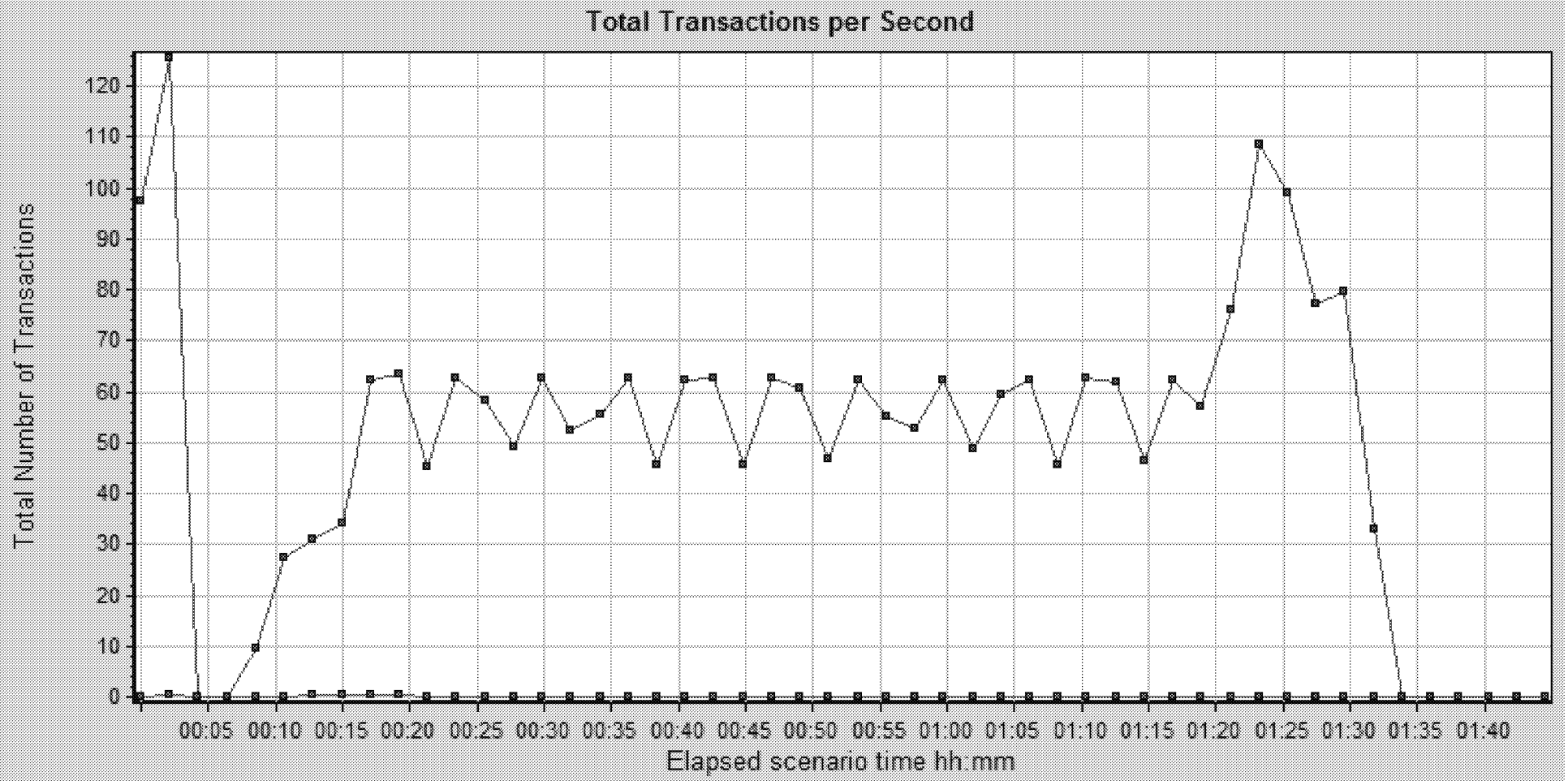
Group By:

Granularity: 128 Seconds

☒ Total Transactions per Second Graph

Color	Scale	Measurement	Graph Minimum	Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	Fail	0.000	0.050	0.586	0.000	0.137
	1	Pass	0.000	50.457	125.633	56.906	28.917

Description: Displays the total number of completed transactions (both successful and unsuccessful) performed during each second of a load test. This graph helps you determine the actual transaction load on your system at any given moment.



Relative Time	Fail	Pass
00:00	0	97.633
00:02	0.234	125.633
00:04	0	0
00:06	0	0
00:08	0.023	9.609
00:10	0.094	27.188
00:12	0.234	31.094
00:14	0.563	34.047
00:17	0.586	62.313
00:19	0.516	63.492
00:21	0	45.25
00:23	0.07	62.578
00:25	0.023	58.25
00:27	0.047	49.188
00:29	0.086	62.508
00:32	0	52.133
00:34	0	55.531
00:36	0	62.531
00:38	0	45.406
00:40	0	62.234
00:42	0	62.453
00:44	0	45.547
00:46	0	62.641
00:49	0	60.766
00:51	0	46.953
00:53	0	62.344
00:55	0	55.031
00:57	0	52.656
00:59	0	62.25
01:01	0	48.688
01:04	0	59.266
01:06	0	62.359
01:08	0	45.625
01:10	0	62.422
01:12	0	61.922
01:14	0	46.219
01:16	0	62.141
01:18	0	56.906
01:21	0	76.234
01:23	0	108.398
01:25	0	98.922
01:27	0	77.195
01:29	0	79.547
01:31	0	32.953
01:33	0	0
01:36	0	0
01:38	0	0
01:40	0	0
01:42	0	0
01:44	0	0

Hits per Second

Title: Hits per Second

Current Results:

Filters: None

Group By:

Granularity: 128 Seconds

☒ Hits per Second Graph

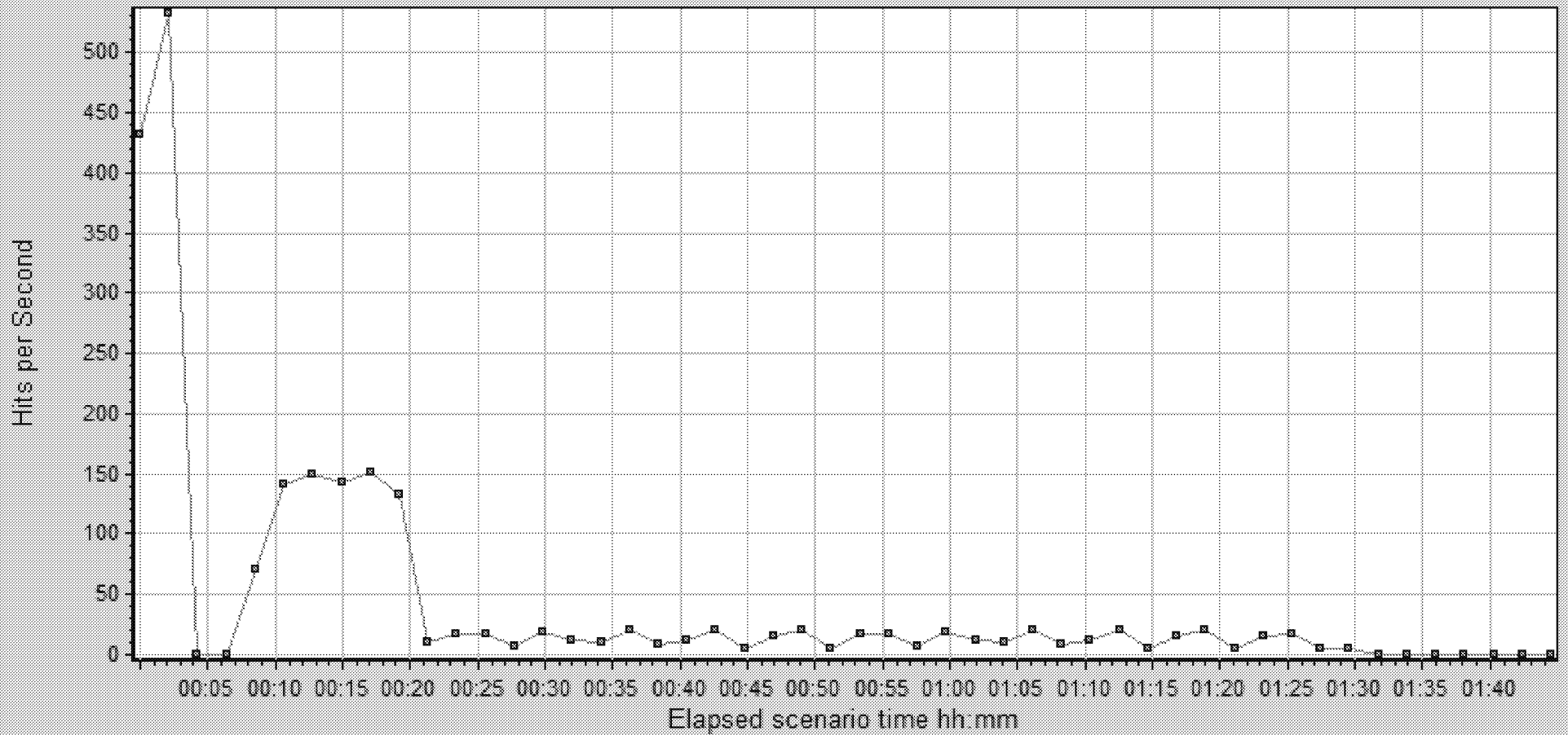
Graph data in Excel
format



Color	Scale	Measurement	Graph Minimum	Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	Hits	0.000	44.018	532.641	12.547	98.959

Description: Displays the number of hits made on the Web server by Vusers during each second of the load test. This graph helps you evaluate the amount of load Vusers generate, in terms of the number of hits.

Hits per Second



Relative Time	Hits
00:00	431.359
00:02	532.641
00:04	0
00:06	0
00:08	70.523
00:10	140.789
00:12	150.164
00:14	142.75
00:17	150.828
00:19	133.312
00:21	9.656
00:23	17.313
00:25	16.57
00:27	7.063
00:29	18.172
00:32	11.805
00:34	9.93
00:36	20.047
00:38	7.648
00:40	12.547
00:42	20.586
00:44	5.18
00:46	14.648
00:49	19.703
00:51	4.828
00:53	16.227
00:55	16.914
00:57	6.813
00:59	17.992
01:01	12.523
01:04	9.531
01:06	19.781
01:08	8.227
01:10	12.172
01:12	20.539
01:14	5.508
01:16	14.336
01:18	19.953
01:21	4.703
01:23	15.953
01:25	17.531
01:27	5.125
01:29	5.609
01:31	0.008
01:33	0
01:36	0
01:38	0
01:40	0
01:42	0
01:44	0

Throughput

Title: Throughput

Current Results:

Filters: None

Group By:

Granularity: 128 Seconds

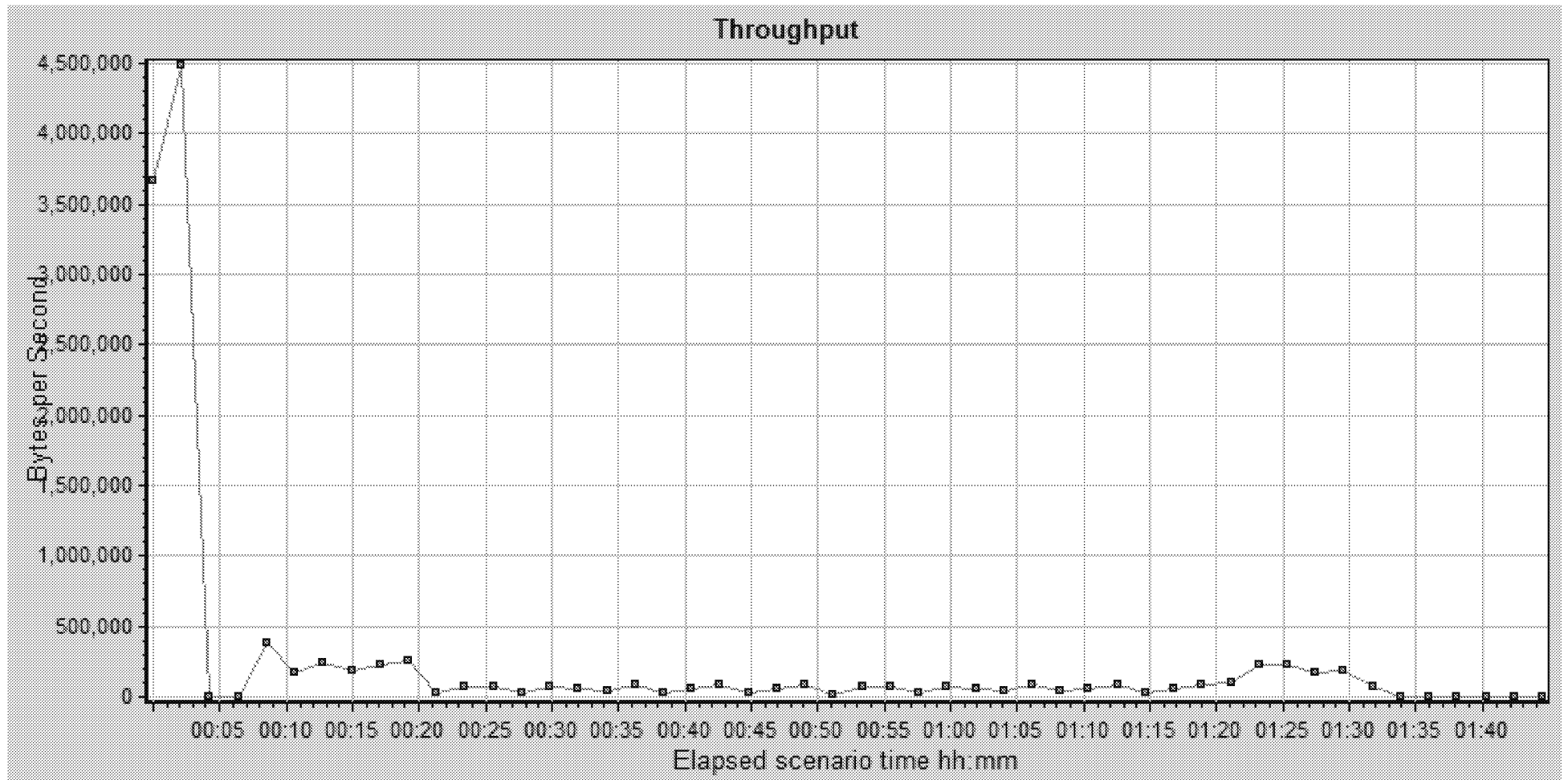
☒ Throughput Graph

Graph data in Excel
format



Color	Scale	Measurement	Graph Minimum	Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	Throughput	0.000	246,091.998	4,485,816.289	69,017.391	790,687.103

Description: Displays the amount of throughput (in bytes) on the Web server during the load test. Throughput represents the amount of data that the Vusers received from the server at any given second. This graph helps you to evaluate the amount of load Vusers generate, in terms of server throughput.



Relative Time	Throughput
00:00	3.66587E6
00:02	4.48582E6
00:04	0
00:06	0
00:08	383,659
00:10	174,299
00:12	233,809
00:14	179,055
00:17	219,670
00:19	260,050
00:21	26,546.6
00:23	70,920.4
00:25	72,582.9
00:27	30,081.6
00:29	77,587.7
00:32	53,133.7
00:34	41,590.1
00:36	85,609.7
00:38	34,843.3
00:40	53,048.5
00:42	88,977.1
00:44	22,784.6
00:46	62,813.6
00:49	85,468.7
00:51	20,626.6
00:53	69,017.4
00:55	74,682.1
00:57	28,244.8
00:59	76,902.8
01:01	55,879.2
01:04	40,378.2
01:06	84,657.1
01:08	36,800.4
01:10	51,696.7
01:12	88,090.3
01:14	24,667.8
01:16	60,933.1
01:18	86,884.6
01:21	103,851
01:23	219,368
01:25	224,455
01:27	172,353
01:29	178,649
01:31	67,512.8
01:33	0
01:36	0
01:38	0
01:40	0
01:42	0
01:44	0

Throughput (MB)

Title: Throughput (MB)

Graph data in Excel
format



Current Results:

Filters: None

Group By:

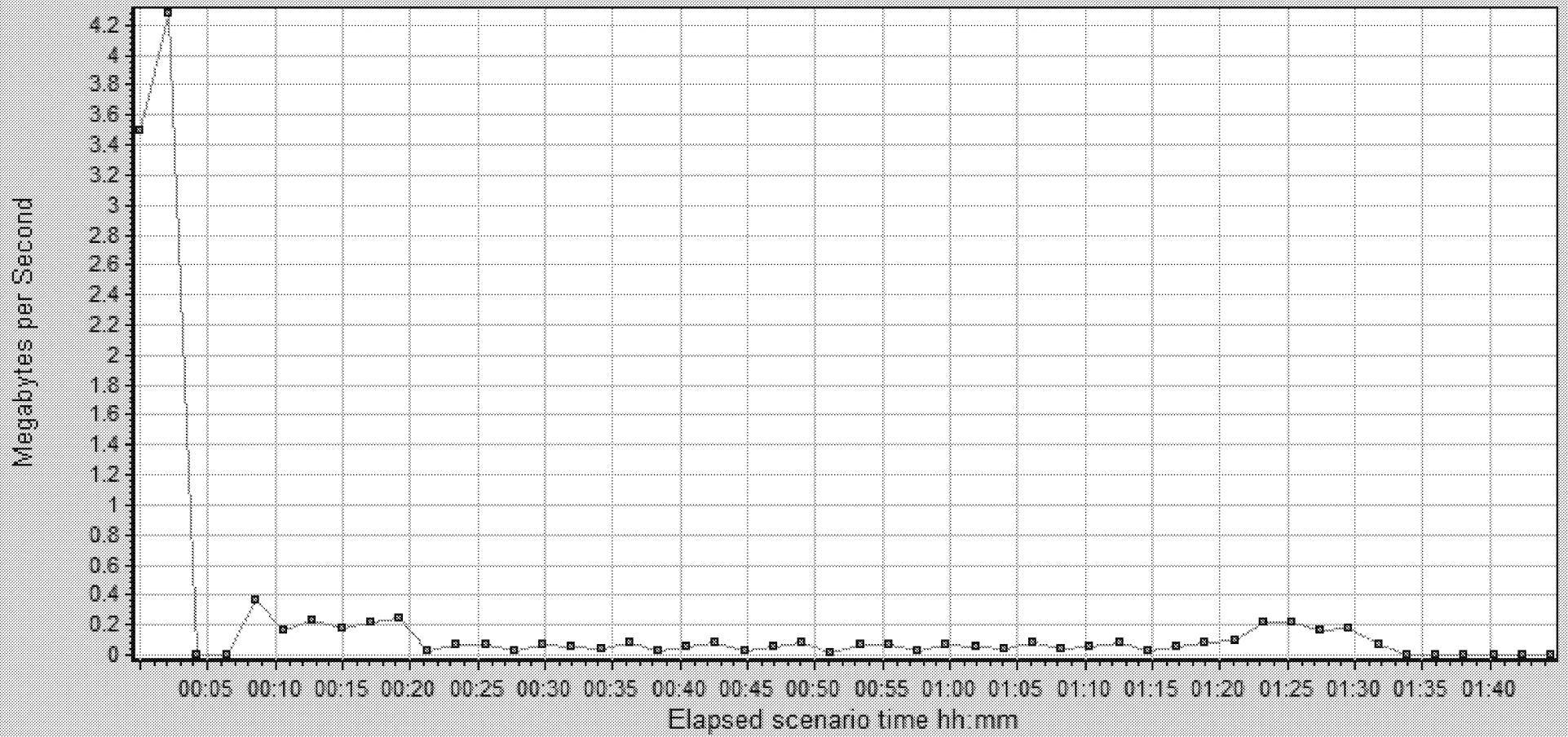
Granularity: 128 Seconds

☒ Throughput (MB) Graph

Color	Scale	Measurement	Graph Minimum	Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	Throughput	0.000	0.235	4.278	0.066	0.754

Description: Displays the amount of throughput (in megabytes) on the Web server during the load test. Throughput represents the amount of data that the Users received from the server at any given second. This graph helps you to evaluate the amount of load Users generate, in terms of server throughput.

Throughput (MB)



Relative Time	Throughput
00:00	3.496
00:02	4.278
00:04	0
00:06	0
00:08	0.366
00:10	0.166
00:12	0.223
00:14	0.171
00:17	0.209
00:19	0.248
00:21	0.025
00:23	0.068
00:25	0.069
00:27	0.029
00:29	0.074
00:32	0.051
00:34	0.04
00:36	0.082
00:38	0.033
00:40	0.051
00:42	0.085
00:44	0.022
00:46	0.06
00:49	0.082
00:51	0.02
00:53	0.066
00:55	0.071
00:57	0.027
00:59	0.073
01:01	0.053
01:04	0.039
01:06	0.081
01:08	0.035
01:10	0.049
01:12	0.084
01:14	0.024
01:16	0.058
01:18	0.083
01:21	0.099
01:23	0.209
01:25	0.214
01:27	0.164
01:29	0.17
01:31	0.064
01:33	0
01:36	0
01:38	0
01:40	0
01:42	0
01:44	0

HTTP Status Code Summary

Title: HTTP Status Code Summary

Graph data in Excel
format

Current Results:

Filters: None

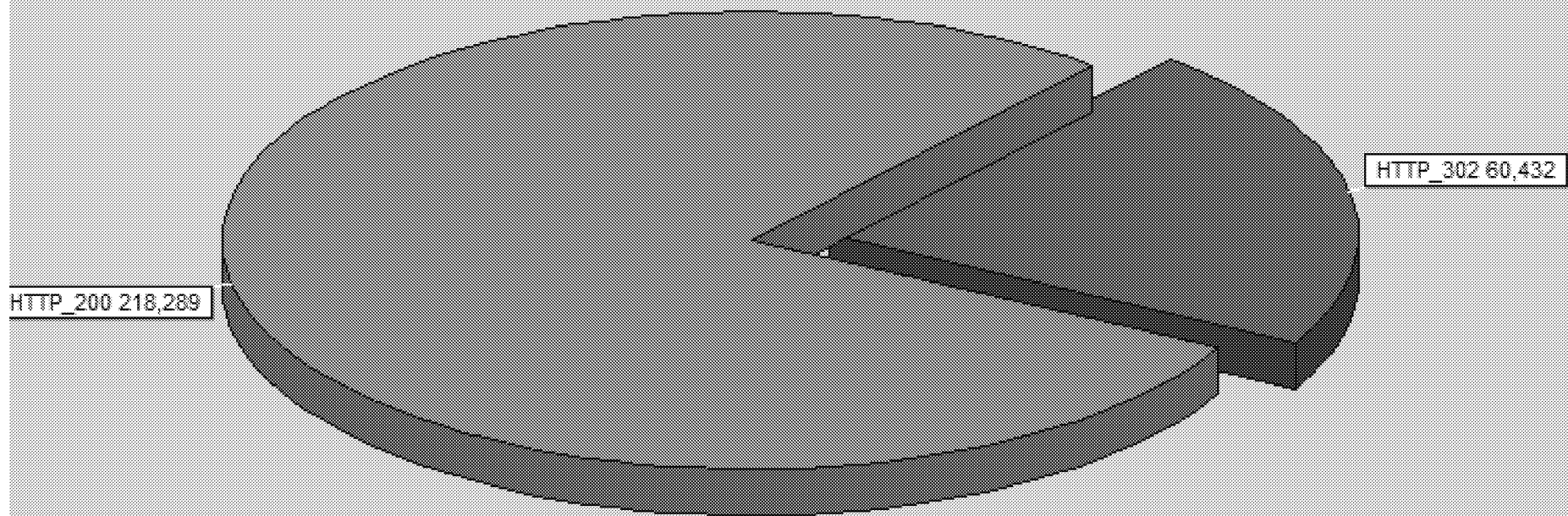
Group By:

☒ HTTP Status Code Summary Graph

Color	Scale	Measurement	Graph Minimum	Graph Average	Graph Maximum	Graph Median	Graph Std. Deviation
	1	HTTP_200	218,289.000	218,289.000	218,289.000	218,289.000	0.000
	1	HTTP_302	60,432.000	60,432.000	60,432.000	60,432.000	0.000

Description: Displays the distribution of the various HTTP protocol status codes returned from the Web Server during the load test.

HTTP Status Code Summary



HTTP status code	Number of HTTP responses.
HTTP_200	218,289
HTTP_302	60,432

Analysis Summary Period: 08/09/2013 13:18:16 - 08/09/2013 15:03:47

Project Name: **NotResp**
 Test Name: Dummy11-20_816
 Test Description:
 Run Time: 9/8/2013 1:18:16 PM
 Duration: 1 hour, 45 minutes and 31 seconds
 User Notes:

Statistics Summary

Maximum Running Vusers: 9,993
Total Throughput (bytes): ☒ Show SLA Results 1,558,254,534
Average Throughput (bytes/second): ☒ Show SLA Results 246,092
Total Hits: ☒ Show SLA Results 278,721
Average Hits per Second: ☒ Show SLA Results 44.018 [View HTTP Responses Summary](#)
Total Errors: ☒ Show SLA Results 201

Transaction Summary

Transactions: Total Passed: 319,495 Total Failed: 317 Total Stopped: 0 **Average Response Time**

Access URL	<input checked="" type="checkbox"/> Show SLA Results	0.783	4.46	22.207	4.589	11.454	9,999	4	0
Action_Transaction	<input checked="" type="checkbox"/> Show SLA Results	0	0.231	7.047	0.527	1.031	129,813	96	0
Click Links	<input checked="" type="checkbox"/> Show SLA Results	0	0.231	7.047	0.527	1.031	129,813	96	0
Login	<input checked="" type="checkbox"/> Show SLA Results	0.538	2.226	14.926	2.114	5.272	9,993	6	0
Logout	<input checked="" type="checkbox"/> Show SLA Results	0.203	0.352	0.46	0.017	0.36	9,993	0	0
Total	<input checked="" type="checkbox"/> Show SLA Results	3,123.42	293,858.79	44,100.63	1132.529	4,039.52	59,898	1050	
vuser_end_Transaction	<input checked="" type="checkbox"/> Show SLA Results	0.203	0.352	0.46	0.017	0.36	9,993	0	0
vuser_init_Transaction	<input checked="" type="checkbox"/> Show SLA Results	1.326	6.69	36.032	6.169	16.245	9,993	10	0

Service Level Agreement Legend: ☒ Pass ☒ Fail ☒ No Data

HTTP Responses Summary

HTTP_200	218,289	34.474
HTTP_302	60,432	9.544

Filters: (do not Include Think Time)

Message

From: Fryer, Teresa M. (CMS/OIS); [Redacted] NotResp
 [Redacted] NotResp
Sent: 9/19/2013 5:22:28 PM
To: Linares, George E. (CMS/OIS); [Redacted] NotResp
 [Redacted] NotResp
Subject: Fw: Marketplace HIGH Finding

Fyi

From: Shomo, Milton [mailto:tshomo@mitre.org]
Sent: Thursday, September 19, 2013 01:16 PM
To: Toomey, Jacqueline S.(CMS/OIS); Bielski, Jim <jbielski@mitre.org>
Cc: Fryer, Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS)
Subject: RE: Marketplace HIGH Finding

[Redacted] NotResp

Row #6 below is the finding as it will appear in today's spreadsheet. It should be noted that Row #19 below is essentially the same finding that we had on [Redacted] NotResp Row #19 finding was rated as a Moderate at that time since

[Redacted] NotResp

Row #	Weakness	Risk Level	CMS R Security Control Family	Reference	Affected Systems	Ease-of-Fix	Est Work Effort	Finding	Failed Test Description	Actual Test Results	Recommended Corrective Actions	Status
-------	----------	------------	-------------------------------	-----------	------------------	-------------	-----------------	---------	-------------------------	---------------------	--------------------------------	--------

6	NotResp	HIGH
#19 fro m Aug ust 201 3 FF	NotResp	Mode ate

NotResp

M
SC
A

NotResp

NotResp

NotResp

Regards,

Milton Shomo, CISSP
Principal Information Systems Engineer
MITRE Corp.
Center for Connected Government
(703) 983-2853 (O)

(b)(6)

(C)

From: Toomey, Jacqueline S.(CMS/OIS) [mailto:Jacqueline.Toomey@cms.hhs.gov]
Sent: Thursday, September 19, 2013 12:57 PM
To: Shomo, Milton; Bielski, Jim
Cc: Fryer, Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS)
Subject: HIGH Finding
Importance: High

Milton,

Could you forward us a description of today's HIGH finding? Teresa and Mike will want to push this up ASAP.

Thanks!

Jacqueline S Toomey

Division Director (Acting)
Division of Information Security Policy and Compliance (DISPC)
Centers for Medicare & Medicaid Services
7500 Security Blvd. Mailstop: N1-26-08
Baltimore, Md. 21244-1870

Location: N1-26-27 / Office Telephone: 410-786-5552 / Blackberry:

(b)(6)

jacqueline.toomey@cms.hhs.gov



Enterprise Information Security Group
Risk Management, Oversight, & Monitoring

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Message

From: Linares, George E. (CMS/OIS) [NotResp]
 [NotResp]
Sent: 9/19/2013 8:41:07 PM
To: Fryer, Teresa M. (CMS/OIS) [NotResp]
 [NotResp]
Subject: RE: Marketplace HIGH Finding

Thanks. It looks like it will be fixed by tomorrow...

From: Fryer, Teresa M. (CMS/OIS)
Sent: Thursday, September 19, 2013 1:22 PM
To: Linares, George E. (CMS/OIS)
Subject: Fw: Marketplace HIGH Finding

Fyi

From: Shomo, Milton [mailto:tshomo@mitre.org]
Sent: Thursday, September 19, 2013 01:16 PM
To: Toomey, Jacqueline S.(CMS/OIS); Bielski, Jim <jbielski@mitre.org>
Cc: Fryer, Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS)
Subject: RE: Marketplace HIGH Finding

[NotResp]

Row #6 below is the finding as it will appear in today's spreadsheet. It should be noted that Row #19 below is essentially the same finding that we had on [NotResp] in August. Row #19 finding was rated as a Moderate at that time since

[NotResp]

Row #	Weakness	Risk Level	CMS R Security Control Family	Reference	Affected Systems	Ease-of-Fix	Est Work Effort	Finding	Failed Test Description	Actual Test Results	Recommended Corrective Actions	Status
-------	----------	------------	-------------------------------	-----------	------------------	-------------	-----------------	---------	-------------------------	---------------------	--------------------------------	--------

6	NotResp	HIGH	NotResp	Identified September 19, 2013. This is similar to Finding 19
#19 from August 2013 FF	NotResp	Mode rate		Identified August 28, 2013.

M
SC
A

NotResp

NotResp

NotResp

Regards,

Milton Shomo, CISSP
Principal Information Systems Engineer
MITRE Corp.
Center for Connected Government
(703) 983-2853 (O)

(b)(6) (C)

From: Toomey, Jacqueline S.(CMS/OIS) [<mailto:Jacqueline.Toomey@cms.hhs.gov>]
Sent: Thursday, September 19, 2013 12:57 PM
To: Shomo, Milton; Bielski, Jim
Cc: Fryer, Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS)
Subject: HIGH Finding
Importance: High

Milton,

Could you forward us a description of today's HIGH finding? Teresa and Mike will want to push this up ASAP.

Thanks!

Jacqueline S Toomey

Division Director (Acting)
Division of Information Security Policy and Compliance (DISPC)
Centers for Medicare & Medicaid Services
7500 Security Blvd. Mailstop: N1-26-08
Baltimore, Md. 21244-1870
Location: N1-26-27 / Office Telephone: 410-786-5552 / Blackberry:
jacqueline.toomey@cms.hhs.gov

(b)(6)



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Risk Management, Oversight, & Monitoring

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Message

From: Linares, George E. (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/19/2013 6:47:55 PM
To: Trenkle, Tony (CMS/OIS) [NotResp]
CC: Byczkowski, Roxanne (CMS/OIS) [NotResp]
[NotResp]
Subject: FW: Updated Marketplace IT systems status report
Attachments: Marketplace IT Systems Status 9-18-13.docx; Marketplace IT Functions Update 9-18-13.docx

FYI. I am still putting some slide together, but I am waiting on additional security information around the States

George Linares

Acting Chief Technology Officer

Centers for Medicare & Medicaid Services (CMS)

☎ 410.786.2866 ✉ george.linares@cms.hhs.gov

7500 Security Blvd., N3-15-25

Baltimore, MD 21244-1850

Need more information? Visit [the OIS website](#).

From: Coutts, Todd (CMS/OIS)
Sent: Thursday, September 19, 2013 1:07 PM
To: Linares, George E. (CMS/OIS)
Cc: Rhones, Rhonda D. (CMS/OIS); Outerbridge, Monique (CMS/OIS)
Subject: FW: Updated Marketplace IT systems status report

George,

Just chatted with Monique about her advice for the Bateman meeting tomorrow. We suggest that you use the attached documents to speak from – but, not to handout. That has worked in the past.

Thanks!

Todd Coutts

Centers for Medicare & Medicaid Services

Office of Information Services

301-492-5139 (office) | [redacted] (b)(6) (mobile) | todd.coutts1@cms.hhs.gov

7700 Wisconsin Ave Bethesda MD 20814 | Location: 9308

From: Coutts, Todd (CMS/OIS)
Sent: Thursday, September 19, 2013 10:34 AM
To: Trenkle, Tony (CMS/OIS); Linares, George E. (CMS/OIS); Trudel, Karen (CMS/OIS)
Cc: Grothe, Kirk A. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Rhones, Rhonda D. (CMS/OIS); Tran, Thy N. (CMS/OIS)
Subject: FW: Updated Marketplace IT systems status report

Tony,

Kirk mentioned you'd like to see an electronic version of the status we provided for Gary's testimony. See attached.

Todd Coutts

Centers for Medicare & Medicaid Services
Office of Information Services

301-492-5139 (office) | (b)(6) (mobile) | todd.couts1@cms.hhs.gov
7700 Wisconsin Ave Bethesda MD 20814 | Location: 9308

From: Coutts, Todd (CMS/OIS)

Sent: Wednesday, September 18, 2013 10:06 PM

To: Lorenz, Samara A. (CMS/CCIIO); Kerr, James T. (CMS/CMHPO)

Cc: Chao, Henry (CMS/OIS); Rhones, Rhonda D. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS); Berkley, Katrina (CMS/OIS)

Subject: Updated Marketplace IT systems status report

Hi Samara,

Attached, please find the updated report.

Todd Coutts

Centers for Medicare & Medicaid Services
Office of Information Services

301-492-5139 (office) | (b)(6) (mobile) | todd.couts1@cms.hhs.gov
7700 Wisconsin Ave Bethesda MD 20814 | Location: 9308

From: Kerr, James T. (CMS/CMHPO)

Sent: Tuesday, September 17, 2013 1:22 PM

To: Snyder, Michelle (CMS/OA)

Cc: Chao, Henry (CMS/OIS); Wallace, Mary H. (CMS/OC); Nelson, David J. (CMS/OEM); Bowen, Marianne (CMS/OA); Outerbridge, Monique (CMS/OIS); Armstead, Andrea E. (CMS/OA); Lorenz, Samara A. (CMS/CCIIO)

Subject: Marketplace IT systems status report

Michelle,

With Todd Coutts' help, we've prepared the attached "executive level" status report for Gary's 'hip pocket' when he testifies on Thursday. Todd has agreed to give us an update as of Wednesday. It includes a status of the various Marketplace IT systems that support the ability of a consumer to:

- create an account,
- apply for coverage through the Marketplace for health insurance from private plans,
- determine eligibility for the new tax credit, reduced cost sharing, Medicaid, and CHIP,
- review health insurance plan options available and
- ultimately enroll in a plan

The appendix section of the paper is a deeper dive update on the supporting system functions.

I think we should consider using this format to keep track of progress as we move toward October 1.

Happy to discuss further.

Regards,

Jim

James T. Kerr

James T. Kerr, acting Deputy Director, Operations, CCIO and Consortium Administrator CMHPO | Centers for Medicare and Medicaid Services | phone:301-492-4124

09/17/2013

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Create Account

Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
Create Account										
	Agent/Broker Landing Page	Y							9/18: Tests continue in region NotResp	9/18: Blockers encountered in integration testing; fixes identified, will require next scheduled build. 9/17 5pm: Monica checked with Dev Team, and it is on track for going in tonight. 9/17: solved technical problem.

¹ Functions with an asterisk (*) were deferred from 10/1 Go-Live

² Tested successfully = (1) No high severity defects open; (2) as judged by the business and CMS management, remaining lower severity defects will not degrade consumer experience.

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Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										<p>Hoping for 9/17</p> <p>9/16: Not going to go – working through various role based scenarios. Ties with CCR Landing page as well. Every time the path changes, it interferes with session based management. Every change made creates an unintended consequence elsewhere. Best Case Scenario – 2 business days away from Agent Broker and CCR Landing Pages.</p> <p>UI is done; Service not testing well. Service responds with inappropriate results. Working to fix component by component. Data models updated, services being worked. (Clarify UI and Service) Complete by 9/14.</p>
	Settings: Communication Preferences	Y							Yes	
Static Page saying Change of Circumstance coming 10/15	Settings: Coverage Information - Report Life Changes	Y							Yes	
	Landing Page (Global): My Apps and Coverage Global Landing Page	Y								<p>9/18: Testing continues</p> <p>9/16: Above task completed on 9/13</p> <p>Critical defect, UI is not showing 'complete' status when application is done. Target no later than 9/15.</p>
	Consumer Landing Page (Tenant)	Y								<p>9/16: Navigation and Plans and Programs have been cleaned up. In process of final fixes for 9/16 release.</p> <p>Cleaning up issues on Navigation.</p>

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		FFM	Hub	MIDAS	Not Resp	NGD	Serco	HC.gov Learn		
										Plans and Programs not displaying properly. Defect fix target completion 9/12. Updated to be 9/13 for fix completion. Will target 9/13 build to not allow users to create multiple applications for 1 tenant.
	Settings: Premium Discount Usage – NOT DAY 1	NA								
	Authorized Rep (Day 1 Capabilities) – NOT DAY 1	NA								
	CCR Landing Page	N							No	9/18: Necessary, minimal workflows necessary for Day 1 identified between OIS and OC; technical solution identified, development and delivery plan for COB 9/19. 9/17 5pm: Team's question – basic premise of workflow of Ind App is it's managed by the login ID. Logic began to break down in CCR because CCR's don't log in, and the user isn't logged in. In order to accept this premise, we'd need to change Ind App, but not prudent right now. We need to have this convo with OC to make sure they want to create an application that doesn't really belong to anyone. Didn't get resolved with OC, so Thurston is helping to come up with a Super-User/CCR User concept. There is a general technical approach – still

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Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotRe sp	NGD	Serco	HC.gov Learn		
										<p>need to work out the details. Will have something to review with OC tomorrow.</p> <p>9/17: <u>Issue</u> -- > need to develop solution for meeting OC's requirement.</p> <p>9/16: Targeted for 9/16 release. There may be an issue with how Call Center connects with the Marketplace.</p> <p>UI Pages done; working to connect with Call Center. Need to reintegrate CCR specific services (major bug). Need to figure out how to bypass <u>NotRe</u>! (Best case scenario – complete by 9/14). Update – more likely to be 9/15 build.</p>
	Settings: Application Details	Y								<p>9/18: Testing continues</p> <p>9/17: Did not make it into the 16th, targeted for 9/17</p> <p>9/16: Defect fixes targeted for 9/16</p> <p>Not showing correct status, but in progress of being fixed. Defect fix target completion 9/12. Update, still an issue and targeting 9/14 build.</p>
	LOA2 - Online ID Proofing	Y								<p>9/18: Testing Continues</p> <p>9/17 5pm: <u>Done</u> and checked in on <u>NotResp</u></p> <p>9/16: No major problems</p>

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Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										NotResp dependencies – setting up accounts for us to test with Experian, Update – still an issue on NotReside. CGI to coordinate with Karlton Kim on this issue.
	LOA2 - Manual ID Proofing	Y								<p>9/18: Research over last days indicates no known resolution across industry and technical communities. Need to make a decision on best way forward.</p> <p>9/17 5pm: 1) Discovered on 9/14 that when a person's DOB is passed, it's passing in the user's browser's time zone. Working on a solution. 2) When NotResp compares User-entered data against FARS database, Experian doesn't guarantee DOB to exist. If they don't have DOB, we'll get a failure response. Whenever we're testing this feature and expecting a response, it's hard to tell if a failure is due to a bug or if Experian doesn't have the DOB.</p> <p>9/16: Defect under debugging – targeting 9/18 release. Venkat from OIS is talking with Experian about a Date of Birth issue that impacts testing. Testing is inconsistent due to this DOB issue.</p> <p>NotRes dependencies – setting up accounts for us to test with Experian. CGI to coordinate with Karlton Kim on this issue. FFM has critical defect to step-up account. Currently have hotfix to resolve to continue testing.</p>

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Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
Submitting document upload to ESD, and creating task in their queue to manage that document	LOA2 - ESD ID Proofing	Y								<p>9/18: Technical solution verified with OIS, continued development.</p> <p>9/17 5pm: Change in direction in ESD – no longer a Task Queue for day 1. When a user fails ID Proofing in My Account – they would upload a document NotResp and a task would be created. The Task was the vehicle to correlate the document to the person. Solution designed – needs to be discussed with Thurston. Requires new development.</p> <p>9/16: Had to make some changes due to the fact that ESD won't have a Task Queue for Day 1. There needs to be a way to alert the user once a document is uploaded. Pod 5 is done with their piece to pull the ESD worker's accept/decline document decision, but Pod 4 needs to write the code that actually captures this decision.</p> <p>NotResp dependencies – setting up accounts for us to test with Experian. CGI to coordinate with Karlton Kim on this issue</p>
	Message Center – NOT DAY 1 – Using Bulletin Board	NA								
	My Plans & Programs	Y								<p>9/18: Testing continues</p> <p>9/16: Went in on 9/15, still doing some clean-up on it today.</p> <p>Plans okay; Working on issues</p>

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Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotRe sp	NGD	Serco	HC.gov Learn		
										with Programs and links on the page. Critical fixes targeted for 9/13 and 9/14.
	Settings: Terminate Coverage	Y								9/18: Testing continues 9/16: Target for 9/16 release. Only the Terminate enrollment/policy is scheduled for 9/15 build; other items are in testing.
	ToDo List	Y							Yes	9/16: This is done. Linking over to the Plan Compare ToDo List for Day1.
	Settings: Authorized Users (Day 1 = Agent/Brokers)	Y								9/18: Testing continues 9/16: Above task completed on 9/13 Moving in parallel with Agent/Broker Landing Page task for 9/14 build.
	Direct Enrollment Issuer Entry Page	Y								
	Inconsistencies List	Y								9/18: Defects related to dependencies on change in approach to ESD. Clean up and unit test complete. Waiting for next scheduled build. 9/17: identified high priority defects with CMS. Working defects and targeting 9/17 build. 9/16: Had to make some changes due to the fact that ESD won't have a Task Queue for Day 1. There needs to be a way to alert the user once a document is

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Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										<p>uploaded. Pod 5 is done with their piece to pull the ESD worker's accept/decline document decision, but Pod 4 needs to write the code that actually captures this decision. Needs more testing.</p> <p>9/12: Dependency on the Eligibility Results PDF from Pod 1. This won't be totally complete until Pod 1 finishes the Eligibility Results PDF.</p> <p>Working on simplified version – targeting 9/15 build; potential ESD dependency.</p>
	My Profile Page	Y							Test complete	
	Settings: Eligibility Results and Appeals	Y								<p>9/18: Testing continues due to ongoing work due to dependencies on eligibility notice.</p> <p>9/17: Identified high priority defects with CMS. Working defects and targeting 9/17 build.</p> <p>9/16: Still waiting for 1 final piece of PDF to be completed from Pod 1.</p> <p>Dependency on Pod 1 to replicate and links to PDF (9/15)</p>
	Notices (Dev complete for Day 1 notices except Eligibility Results which is scheduled for 9/15)	Y								No issues

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Application

Business Capability	Function ³	Development Complete? (Y, N, N/A)							Tested successfully? ⁴	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
Application										
	Household Contact	Y								9/18: High priority defect went into 9/17 build. Continuing testing in NotResp 9/17 5pm: One of the high priority defects to address 9/16: CamelCase is coming from a system of record, so decided not to do any data manipulation of it for 10/1. Observation: confirmed that NotResp is passing the CamelCase information. Clarify with Pod 5 to see how this is being saved in My Account NotResp value or User-Entered Value).
	Attestations	Y								9/18: Testing continues 9/17: defect correction in progress
	My Account Integration	Y								No issues
	Security and Other UI Changes	Y								No issues
	Additional Information	Y								9/16: Did not make it into 9/12; new target release for 9/16

³ Functions with an asterisk (*) were deferred from 10/1 Go-Live

⁴ Tested successfully = (1) No high severity defects open; (2) as judged by the business and CMS management, remaining lower severity defects will not degrade consumer experience.

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Business Capability	Function ³	Development Complete? (Y, N, N/A)							Tested successfully? ⁴	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										ESC MEC Integration not complete – target 9/12
	Delayed Response	Y								9/16: Fixed on 9/12 Pages developed; Integration with service is broken. Fix in progress – target 9/12.
	Capture Assistor Identification	Y								9/16: Done Security questions need to be promoted NotResp
	Eligibility Results	Y								9/18: Testing continues 9/17 5pm: PDF does show up in a development environment, trying to apply more business rules, checking in tonight 9/17, availability tomorrow 9/18. 9/17: defect correction in progress 9/16: Most of the work is done; 1 piece left to finish (Integration with ESC-MEC) PDF Page still in progress. UI is done, PDF is in progress. Working with Adobe. Target 9/15.
	Income Screener related to Help Paying for Coverage	Y								
	Building the Household & Personal Information	Y							Known defects, in process of being fixed	9/17 5pm: One of the two high priority defects for 9/17. 9/16: Many defects have been closed, but some still remain in open and are in progress. Working the critical defects -

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Business Capability	Function ³	Development Complete? (Y, N, N/A)							Tested successfully? ⁴	Known Problems
		FFM	Hub	MIDAS	NotR esp	NGD	Serco	HC.gov Learn		
										targeting as many as possible for 9/12 (can refer to Defect Tracker/list for defect details)
	Special Circumstances	Y								
	Household Summary	Y								
	Income	Y							Known defects, in process of being fixed	9/16: Fixed several Income defects with 9/16 target Several defects identified – working through the list and targeting for 9/12.
	SEP Questions (Not for 10/1)	Y								
	Review Application	Y								Targeting 9/12 for defect fixes
	Sign and Submit	Y								9/18: Testing continues 9/16: Done. Has an integration point with Attestation questions. Integration is still missing – target 9/12.
	Get Started	Y								
	* Household Contact ID Proofing (not for 10/1)	NA								
	* Second Chance (not for 10/1)	NA								
Eligibility Determination										9/17: Ben provided with a list of ~42 defects on 9/16 – prioritized the highs, and now Pod 1 is working through the high priority items. There are a number of defect fixes that are going through 9/12: Wasn't able to test with the

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Business Capability	Function ³	Development Complete? (Y, N, N/A)							Tested successfully? ⁴	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with.
	Verify Non-ESC MEC (For available data sources only).	Y	Y							<p>9/17: Ben provided with a list of ~42 defects on 9/16 – prioritized the highs, and now Pod 1 is working through the high priority items. There are a number of defect fixes that are going through.</p> <p>9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with.</p> <p>Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.</p>
	Verify Citizenship/Lawful Presence	Y	Y							<p>9/13: Verified Successfully</p> <p>9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll</p>

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Business Capability	Function ³	Development Complete? (Y, N, N/A)							Tested successfully? ⁴	Known Problems
		FFM	Hub	MIDAS	NotRe sp	NGD	Serco	HC.gov Learn		
										work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Verify Incarceration	Y	Y							Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List. 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with.
	Verify SSN	Y	Y							9/16: Good 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.

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		FFM	Hub	MIDAS	NotRe-sp	NGD	Serco	HC.gov Learn		
	Verify Current Income	Y	Y							<p>9/16: Good</p> <p>9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with.</p> <p>Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.</p>
	Predetermination processing	Y								<p>9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with.</p> <p>Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.</p>
	Process attestations	Y								<p>9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test</p>

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Business Capability	Function ³	Development Complete? (Y, N, N/A)							Tested successfully? ⁴	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										with.
										Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Qualify for enrollment period	Y								9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Manage Insurance Application and Determine Individual Eligibility	Y								9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Determine Residency eligibility	Y								9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing.

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Business Capability	Function ³	Development Complete? (Y, N, N/A)							Tested successfully? ⁴	Known Problems
		FFM	Hub	MIDAS	NotRe-sp	NGD	Serco	HC.gov Learn		
										Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Determine Indian Status	Y								9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Determine QHP Eligibility	Y								9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	APTC/CSR Eligibility	Y								Known defects, in process of being fixed. Testing on 9/11, see

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Business Capability	Function ³	Development Complete? (Y, N, N/A)							Tested successfully? ⁴	Known Problems
		FFM	Hub	MIDAS	NotRe sp	NGD	Serco	HC.gov Learn		
										Eligibility High Priority Defect List. High Priority Defect: Possibly a problem that's it not selecting second lowest cost plan. We have a test scenario that will expose this problem.
	Determine Medicaid/CHIP Eligibility	Y								9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List. Magi 3 rule verification – still need to validate (it was being skipped for many people).
	Household Composition	Y								9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.

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Business Capability	Function ³	Development Complete? (Y, N, N/A)							Tested successfully? ⁴	Known Problems
		FFM	Hub	MIDAS	NotRe sp	NGD	Serco	HC.gov Learn		
										Mathmatica is in route, and we'll work with them to get an independent set of data to test with.
	Complete eligibility	Y								9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Start Clocks	Y								9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.

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Plan Compare

Business Capability	Function ⁵	Development Complete? (Y, N, N/A)							Tested successfully? ⁶	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
Plan Compare										
	Premium redirect	Y							Yes	<p>9/17 5pm: Made it NotRes on 9/16</p> <p>9/16: Turned on in NotResp but NotResp on 9/16 (evening).</p> <p>Submit a BRF request and turn the flag off to return to the issuers site. – Completed 9/12 and will verify by 9/13.</p>
	Anonymous Shopper	Y							Yes	<p>9/18: Trying to address Plan Compare critical defects first, then do Anonymous Shopper next</p> <p>9/17: Received spreadsheet of defects from Business Owners – check with CMS on priority.</p> <p>9/16: No change</p> <p>9/12: Don't focus on Anonymous Shopper first – turn focus to Plan Compare instead.</p> <p>Defects identified by CMS, being treated as critical, target fixes for 9/12</p>
	Calculate Max APTC	Y							Yes	9/18: Testing Continues

⁵ Functions with an asterisk (*) were deferred from 10/1 Go-Live

⁶ Tested successfully = (1) No high severity defects open; (2) as judged by the business and CMS management, remaining lower severity defects will not degrade consumer experience.

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Business Capability	Function ⁵	Development Complete? (Y, N, N/A)							Tested successfully? ⁶	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										9/17 5pm: Still working this defect – modeling changes involved. Targeting completion for 9/18. 9/16: Working a defect that is truncating decimal points for premium amounts.
	To Do List	Y							Yes	
	* Elect APTC amount - Multi-tax household (not for 10/1)	NA							Yes	
	* Plan Select- Multi-tax Filer Household (not for 10/1)	NA							Yes	
	* Change of Circumstances (not for 10/1)	NA							Yes	
	Compose Enrollment Groups	Y							Yes	
	Screening Questions	Y							Yes	
	Elect APTC amount - single household	Y							Yes	9/18: Working on APTC amount for dental plans – target 9/19 9/17 5pm: Most defects are fixed and deployed NotResp environments, but working on defects identified by testers in these environments. 9/16: Fixed all critical defects (9/15 evening) Related to Max APTC, Defects identified by CMS, being treated as critical, target fixes for 9/12. Known issue with EHB Calculation to get Max APTC (Plan

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Business Capability	Function ⁵	Development Complete? (Y, N, N/A)							Tested successfully? ⁶	Known Problems
		FFM	Hub	MIDAS	NotR esp	NGD	Serco	HC.gov Learn		
										Management defect).
	* Elect APTC amount - Multi-member household(not for 10/1)	NA							Yes	Defects identified by CMS, being treated as critical, target fixes for 9/12 and 9/13.
	Plan Results	Y							Yes	
	Plan Details	Y							Yes	
	Compare Plans	Y							Yes	9/16: No critical defects Internal defects identified, fixed completed on for 9/12 build, currently verifying.
	Save Plans	Y							Yes	
	Retrieve Plans	Y							Yes	
	Plan Select- Single Household	Y							Yes	
	* Plan Select- Multi-Member Household (not for 10/1)	NA								

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Enrollment

Business Capability	Function ⁷	Development Complete? (Y, N, N/A)							Tested successfully? ⁸	Known Problems
		FFM	Hub	MIDAS	NotRes p	NGD	Serco	HC.gov Learn		
Direct Enrollment										
	Secure Redirect	Y							Yes	<p>9/18: Still need update from CMS</p> <p>9/17 5pm: No issues at this point. NotRes technologies update from CMS still needed. Still need to talk to CMS.</p> <p>9/16: Still open. Check with CMS for target.</p> <p>CMS working on workaround with Issuers NotRes technologies.</p>
	Fetch Eligibility	Y							Yes	<p>9/18: Migration of hotfixes this afternoon, should be NotRes now.</p> <p>9/17 5pm: No outstanding defects, but issuers are getting some errors – checking on these items.</p> <p>9/16: Defects fixed on 9/15</p> <p>Fixed defects, include in 9/12 release. Critical defect being analyzed which is getting NULL pointer exception.</p>

⁷ Functions with an asterisk (*) were deferred from 10/1 Go-Live

⁸ Tested successfully = (1) No high severity defects open; (2) as judged by the business and CMS management, remaining lower severity defects will not degrade consumer experience.

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Business Capability	Function ⁷	Development Complete? (Y, N, N/A)							Tested successfully? ⁸	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
	Submit Enrollment - Create	Y							Yes	<p>9/18: Target for use by Submit Enrollment in NotResp on 9/19.</p> <p>9/17 5pm: Pod 1, 3, and 6 changes on FIPS are deploying tonight into NotResp Doing everything locally, but NotResp the first time we test it with real data NotResp but won't get into Prod NotResp until Thursday. Expect NotRes fixes. Need to prepare issuers for what they may see if they go in Prod NotRes on Wednesday.</p> <p>9/16: Pod 1 needs to do modeling changes (FIPS). Trying to unit test code changes.</p> <p>Waiting for new service that has more validations. Existing code will be replaced with more validation services. Target for 9/13 build. Rounding logic issue for premium amounts – address with issuers by 9/15.</p>
	Submit Enrollment – Change (not for 10/1)	NA								
	Submit Enrollment - Cancel	Y								<p>9/18: Target for use by Submit Enrollment in NotResp on 9/19. Waiting for new service that has more validations. Existing code will be replaced with more validation services. Target for 9/15</p> <p>9/17 5pm: Pod 1, 3, and 6 changes on FIPS are deploying tonight into NotResp Doing everything locally, but</p>

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Business Capability	Function ⁷	Development Complete? (Y, N, N/A)							Tested successfully? ⁸	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										<p>the first time we test it with real data is NotResp but won't get into Prod until Thursday. Expect hotfixes. Need to prepare issuers for what they may see if they go in Prod NotResp on Wednesday.</p> <p>9/16: Pod 1 needs to do modeling changes (FIPS). Trying to unit test code changes.</p>
	Submit Enrollment - Terminate/Disenroll	Y								<p>9/18: Target for use by Submit Enrollment in NotResp on 9/19.</p> <p>9/17 5pm: Pod 1, 3, and 6 changes on FIPS are deploying tonight into NotResp going everything locally, but the first time we test it with real data is NotResp but won't get into Prod until Thursday. Expect hotfixes. Need to prepare issuers for what they may see if they go in Prod NotResp on Wednesday.</p> <p>9/16: Pod 1 needs to do modeling changes (FIPS). Trying to unit test code changes.</p> <p>Target for 9/15</p>
Enrollment										
	Initial Enrollment	Y								<p>9/18: Migrated to NotResp still working defects.</p> <p>9/17 5pm: Checking in to NotRe on 9/17</p> <p>9/16: Targeted for 9/17 build</p> <p>New Service targeted for 9/13 build</p>

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Business Capability	Function ⁷	Development Complete? (Y, N, N/A)							Tested successfully? ⁸	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
	Process Inbound 834s for Effectuation, Cancellation and Termination (Disenrollment) of Enrollments from Issuers	Y	Y							9/18: Migrated to NotResp - still working defects. 9/17 5pm: Checking in to NotResp 9/17 Need to have some issuers do some testing in this function. It is in Prod NotResp 9/16: No change
	Transaction Logging - 999, 824XML, 834 (Inbound and Outbound)	Y	Y							9/18: No critical defects but working on minor defects. Target 9/18 build. 9/16: Fixing defect for 9/16 Need to have some issuers do some testing in this function. It is in Prod NotResp Update - critical defect that does the transaction logging is not working properly. Currently analyzing for resolution.
	Process 999 Acknowledgement	Y	Y						Yes (no CMS or Issuer testing yet) 9/12: Test bed exists - need to get into Prod NotResp to test.	9/18: No defects, no issues 9/16: Fixing defect for 9/16 Need to have some issuers do some testing in this function. It is in Prod NotResp Update - critical defect identified, currently analyzing for resolution.
	Change Enrollment - Demographic Changes, Address Change, Add/Remove member (Not for 10/1 - 10/15 Target)	NA								
	Change Enrollment - Cancel/Terminate Enrollment	Y	Y						Not tested yet	9/18: Migrated to NotResp - still working defects. 9/16: Targeted for 9/17 build

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Business Capability	Function ⁷	Development Complete? (Y, N, N/A)							Tested successfully? ⁸	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										New Code is developed, Unit Testing in progress – target 9/15 release for NotResp
	Generate Outbound 834s for Initial, Change, Cancel, Terminate Enrollments	Y							Old code has been tested; new code has not been tested yet	9/18: Target for use by Submit Enrollment in NotResp on 9/19. 9/16: Targeted for 9/17 build Initial will go in 9/13 build; Change/Cancel/Terminate will go to NotResp on 9/15.
Call Center										
	Find Person/Find Authorized Rep	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects. 1 Serious defect being addressed.
	Find Individual Applications	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Fetch Individual Application Details	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Fetch Shop Employee Details (not for 10/1 – 11/1 Target)	NA								No critical defects remain as of 9/11. Addressing serious defects.
	Fetch Activity Log	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Send Eligibility Task Escalation	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Fetch Eligibility Task	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Update Account	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Unlock Account/Reset Forgotten Password	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.

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Other

Business Capability	Function ⁹	Development Complete? (Y, N, N/A)							Tested successfully? ¹⁰	Known Problems
		FFM	Hub	MIDAS	NotR: esp	NGD	Serco	HC.gov Learn		
Eligibility Case Management										
	Serco Case Management Solution									
	FFM Interfaces for Serco									
Reports and Metrics / Other										
	MMI Dashboard: 17 metrics			Y					In progress	
	MMI Report: 17 metrics			Y					In progress	
	MMI Export File: 17 metrics			Y					In progress	
	E&E Dashboard			Y					In progress	
	E&E Report: Saved vs. Submitted Applications (FFM)			Y					In progress	
	E&E Report: Applicants Waiting for an Eligibility Determination (FFM)			Y					In progress	
	E&E Report: Applicants in an Inconsistency/Good Faith Period (FFM)			Y					In progress	
	E&E Report: Eligibility Determinations by QHP (FFM)			Y					In progress	
	E&E Report: Eligibility Determinations/Assessments for IAPs (FFM)			Y					In progress	

⁹ Functions with an asterisk (*) were deferred from 10/1 Go-Live

¹⁰ Tested successfully = (1) No high severity defects open; (2) as judged by the business and CMS management, remaining lower severity defects will not degrade consumer experience.

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Business Capability	Function ^a	Development Complete? (Y, N, N/A)							Tested successfully? ¹⁰	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
	E&E Report: Self Service Functionality			Y					In progress	
	MIDAS: Office of Enterprise Management (OEM) extract			Y					In progress	
	MIDAS: Health Insurance Casework System (HICS) extract			Y					In progress	
Other Services for SBMs										
	NotResp		Y						Yes	
	Federal Verifications		Y						Yes	
HC.Gov Learn Site										
	Help Content Completed							Y		

09/17/2013

The following tables provide an update on the status of the various Marketplace systems that support the ability of a consumer to:

- create an account,
- apply for coverage through the Marketplace for health insurance from private plans,
- determine eligibility for the new tax credit, reduced cost sharing, Medicaid, and the Children's Health Insurance Program (CHIP),
- review health insurance plan options available to them and
- ultimately enroll in the plan of their choice.

Create Account

Steps	Systems	Status
Create an account	<u>Healthcare.gov</u>	<ul style="list-style-type: none"> ▪ Design and development completed. ▪ Final testing activities
	<u>NotResp</u> system creates a record for login credentials and controls access to HC.gov	<ul style="list-style-type: none"> ▪ Design and development completed ▪ Final testing activities
	<u>FFM</u> system creates a record of the consumers account and account profile	<ul style="list-style-type: none"> ▪ Active testing/fix mode to resolve remaining defects: <ul style="list-style-type: none"> ▪ Agent/Broker Landing Page ▪ Manual ID Proofing through Serco ▪ Landing page for Call Center reps logging into the FFM

09/17/2013

Application

Complete an individual application (includes completing an application, eligibility determination, transferring account, and sending notices)		
Steps	Systems	Status
Application	<u>NotResp</u> system verifies the consumer's identity	<ul style="list-style-type: none"> ▪ The Remote Identify Proofing service with Experian is up and running. ▪ We have successfully connected and integrated to the Experian identity management service. ▪ Active testing/fix mode for remaining defects: <ul style="list-style-type: none"> ○ More complex household scenarios ○ Eligibility Results
Application	<u>HC.gov</u> guides the consumer through the application	<ul style="list-style-type: none"> ▪ Active testing/fix mode to resolve remaining defects.
Eligibility	<u>Hub</u> routes a request to Federal and State business partners to support eligibility determination. Hub sends the results to the FFM system	<ul style="list-style-type: none"> ▪ Data Services Hub development is complete and data interfaces to external partners successfully tested.
Eligibility	<u>FFM system</u> that stores the eligibility information and uses it in the eligibility rules engine to return an eligibility determination to the consumer based on the data they entered on the application	<ul style="list-style-type: none"> ▪ FFM system and hub are integrated ▪ Active testing/fix mode to resolve remaining defects
Eligibility	<u>HC.gov</u> system delivers notices as electronic PDFs in the consumer's Message Center in their account	<ul style="list-style-type: none"> ▪ Notice delivery capability developed.
Transferring account	<u>FFM system</u> using the eligibility rules engine may determine that account needs to be transferred to Medicaid/ CHIP	<ul style="list-style-type: none"> ▪ NOTE: deferred from 10/1. Inbound account transfer scheduled for 11/15 and outbound account transfer scheduled for 11/1. ▪ Developing a report for States to fill the gap between October 1 and November 1
Transferring account	<u>Hub</u> will send potential Medicaid/ CHIP consumer applications to state via the Hub and Hub will also receive potential FFM eligible consumer applications	<ul style="list-style-type: none"> ▪ NOTE: deferred from 10/1. Inbound account transfer scheduled for 11/15 and outbound account transfer scheduled for 11/1. ▪ Developing a report for States to fill the gap between October 1 and November 1
Notices	<u>HC.gov</u> delivers notices as electronic PDFs in the consumer's Message Center in their account	<ul style="list-style-type: none"> ▪ Notices developed and in active test/fix process.

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Plan Compare

Conduct Plan Compare and Plan Selection		
Steps	Systems	Status
	<u>Rating engine</u> presents the appropriate premiums based on the household composition	<ul style="list-style-type: none"> Development completed. Tested very carefully along with Alpha Issuers As of 9/18, open to broader issuer community for testing
	<u>HC.gov</u> guides the consumer through the shopping experience and provided contact information for the consumers selected plan and next steps to pay their premium	Completed

Enrollment

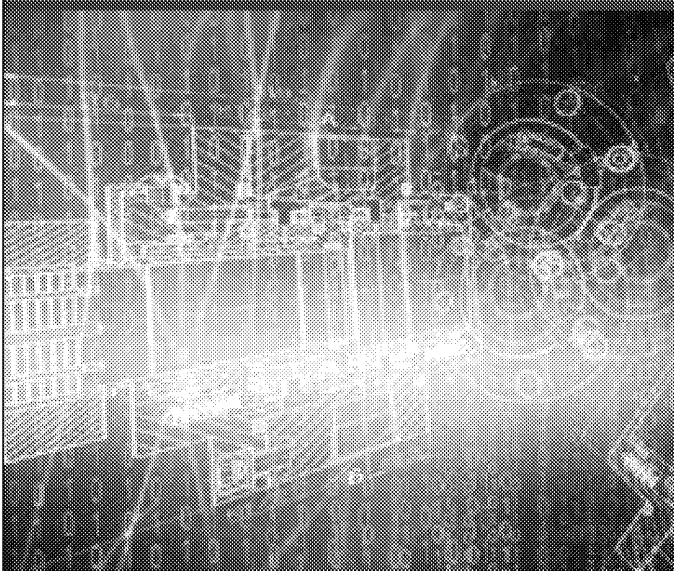
Enrollment		
Steps	Systems	Status
	<u>The Hub</u> transmits the enrollment record to the appropriate issuer and receives confirmation from the issuer	<ul style="list-style-type: none"> Hub development complete for enrollment records
	<u>FFM system</u> prepares enrollment record (834) for transmission to the appropriate issuer	<ul style="list-style-type: none"> FFM system: no critical defects. In active test/fix mode for remaining defects.

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HHS-0024454
CMS0011761



State's Authority to Connect – Talking points



Sep 19, 2013

Summary of the Authority to Connect ATC review and communication process

- State provides documentation to NotResp
- SphereCom reviews security documents, IRS reviews SPR documents, OEM reviews privacy Information, MITRE reviews ISA documents.
- ATC checklist is filled out then SphereCom, ISSO, Privacy, CISO, provide feedback comments for CIO ATC decision.
- CIO signs the Interconnection Security Agreement (ISA)
- Once ISA is signed it is returned to CIISG; SphereCom will post it to NotResp for states to receive, and SphereCom will notify their peer in the state who submitted the ISA for approval. (informal notification)
- CIISG will notify CCIIO and CMCS that the ISA has been signed and provide a copy for their records
- CCIIO State Exchange Group, or CMCS will formally notify their states

Authority to Connect for SBM States

- SBM States (forecast purposes only)
- Already Approved = KY (1 Package)
- Deliver to CISO by Friday Sep 20 = CT, VT, RI, CA, NY, WA, NV, MD (FFM/SBM?) (8 Packages)
- Deliver to CISO by Friday Sep 27 = AL(FFM/SBM?) , CO, DC, HI, MA, MN, OR (7 packages)
- Deliver After Sep 30 = None, all SBM's will be submitted

Recommendation: Accept temporary risk to accommodate a proper review by CISO and CIO of the ATC package. Allow all SBM states to technically connect for Day 1 Operations.

Communication: CCIO notifies all SBM states they are allowed to connect, and their ATC paperwork will be provided back in the month of October. OIS can assist CCCIO in preparing this memo.

Risk: Generally the states are still building, formal testing has not been completed by on an operational system, site visits by a CMS contractor has been conducted and in most cases one or more reviews of the security documentation has been completed, and weaknesses are generally known.

Potential Issue: What action(s) to follow if after review of documentation, the security risks are deemed high?

Authority to Connect for FFM States Medicaid/CHIP

- SPE/FFM States
- Already Approved = DE (1 package)
- Deliver to CISO by Friday Sep 20 = AZ, VA (2 packages)
- Deliver to CISO by Friday Sep 27 = AL(FFM?SBM?), AK, AR, CO, IN, IA, MI, MT, NE, MD(SBM/FFM)?, OK, PA, SC, UT, WY (15 packages)
- Deliver to CISO by Oct 15 = ME, NM, FL, IL, KS, ME, MS, MO, NH, OH, SD, TX, VA (13 packages)

Possibly deny access up to 30 days

- Some states have provided documentation to CMS, expecting remaining in October = KS, GA, LA, NJ, NC, TN, TX

Possibly deny access until documentation is rcvd:

- Maine (ME) – No documentation has been submitted to CMS

**There are missing States like Idaho, Wisconsin and West Virginia

Potential Issue: What action(s) to follow if after review of documentation, the security risks are deemed high?

Authority to Connect for FFM States Medicaid/CHIP

Recommendation: Accept temporary risk to accommodate a proper review by CISO and CIO of the ATC package. Allow all FFM states to technically connect for Day 1 Operations. Temporarily deny access to Kansas, Georgia, Louisiana, New Jersey, North Carolina, Tennessee, Texas, and Maine. GL, we need to define temporarily

Communication: CMCS notifies appropriate states they are allowed to connect, and their ATC paperwork will be provided back in the month of October. NotResp CMCS notifies the eight (8) states listed that they will not be allowed to connect until they have submitted all their security documentation. – GL, What would be the messaging to the federal partners?

Risk: Generally the states are still building, formal testing has not been completed by on an operational system, **no** site visits by a CMS contractor has been conducted and in most cases one or more reviews of the security documentation has **not** been completed, and weaknesses are **not** well known. FFM states are higher risk entities than SBM states.

SphereCom Actions

(b)(5)

CMCS Comments

(b)(5)

CCIIO Comments

(b)(5)

CISO Comments

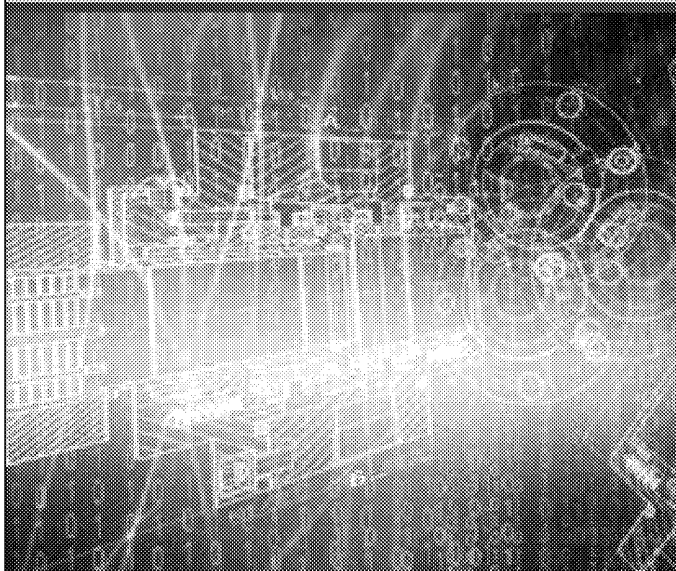
(b)(5)

Things that will need to be done post 10-1

- Delayed SAR/POA&M submissions will need to be reviewed in October and even November depending on the State, with focus on tracking corrective actions of High risk items.
- As 3rd Party SARs are submitted, CMS will need to review these packages as well and ensure POA&M's are updated
- POA&Ms should be submitted by states on a monthly basis per MARS-E, but CMS will review submissions on at least quarterly basis.
- Travel to SBM and FFM states should resume in November to work with state security officers on improving their documentation and to provide subject matter assistance.



State's Authority to Connect – Talking points



Sep 20, 2013

Summary of the Authority to Connect ATC review and communication process

- State provides documentation to NotResp
- SphereCom reviews security documents, IRS reviews SPR documents, OEM reviews privacy Information, MITRE reviews ISA documents.
- ATC checklist is filled out then SphereCom, ISSO, Privacy, CISO, provide feedback comments for CIO ATC decision.
- CIO signs the Interconnection Security Agreement (ISA)
- Once ISA is signed it is returned to CIISG; SphereCom will post it NotResp for states to receive, and SphereCom will notify their peer in the state who submitted the ISA for approval. (informal notification)
- CIISG will notify CCIIO and CMCS that the ISA has been signed and provide a copy for their records
- CCIIO State Exchange Group, or CMCS will formally notify their states

Authority to Connect for SBM/SBSE States

- Already Approved = KY (1 Package)
- Deliver to CISO by Friday Sep 20 = CA, CT, NY, MD, NV, WA (6 Packages)
- Deliver to CISO by Friday Sep 27 = CO, DC, HI, MA, MN, NM, OR, RI, VT (9 packages)
- All SBM/SBSE will be submitted to the CIO for approval before go live!

Recommendation: Accept temporary risk (up to 60 days) to accommodate a proper review by CIO of the ATC package. Allow all SBM/SBSE states to connect for Day 1 Operations.

Communication: CCIIO will notify all SBM/SBSE states they are allowed to connect, and their ATC paperwork will be provided back to the states in the month of October. OIS can assist CCIIO in preparing this memo.

Risk: Generally the states are still building, formal testing has not been completed by on an operational system, site visits by a CMS contractor has been conducted and in most cases one or more reviews of the security documentation has been completed, and weaknesses are generally known.

Potential Issue: What action(s) to follow if after review of documentation, the security risks are deemed high?

Authority to Connect for FFM States Medicaid/CHIP

- Already Approved = DE (1 package)
- Deliver to CISO by Friday Sep 20 = AZ, VA (2 packages)
- Deliver to CISO by Friday Sep 27 = AL, AK, AR, CO, HI, IN, IA, MI, MT, NE, ND, OK, PA, SC, UT, WI, WY (17 packages)
- Deliver to CISO by Oct 15 = FL, ID, IL, KS, MS, MO, NH, OH, SD, WV, (10 packages)

Possibly deny access up to 30 days

- Some states have provided documentation to CMS, expecting remaining in October = GA, KS, LA, NJ, NC, TN, TX (7 packages)

Possibly deny access until documentation is rcvd:

- Maine (ME) – No documentation has been submitted to CMS

Authority to Connect for FFM States Medicaid/CHIP

Recommendation: Accept temporary risk (up to 60 days) to accommodate a proper review by CISO and CIO of the ATC package. Allow all FFM states to technically connect for Day 1 Operations. Temporarily deny access to Kansas, Georgia, Louisiana, New Jersey, North Carolina, Tennessee, Texas, and Maine.

Communication: CMCS notifies appropriate states they are allowed to connect, and their ATC paperwork will be provided back in the month of October NotResp CMCS notifies the eight (8) states listed that they will not be allowed to connect until they have submitted all their security documentation.

Risk: Generally the states are still building, formal testing has not been completed by on an operational system, no site visits by a CMS contractor has been conducted and in most cases one or more reviews of the security documentation has not been completed, and weaknesses are not well known. FFM states are higher risk entities than SBM states.

Potential Issue: What action(s) to follow if after review of documentation, the security risks are deemed high?

General Considerations

(b)(5)

CCIIO Comments

(b)(5)

CMCS Comments

(b)(5)

CMCS Comments

(b)(5)

CISO Comments

(b)(5)

SphereCom Actions

(b)(5)

Things that will need to be done post 10-1

- Delayed SAR/POA&M submissions will need to be reviewed in October and even November depending on the State, with focus on tracking corrective actions of High risk items.
- As 3rd Party SARs are submitted, CMS will need review these packages as well and ensure POA&M's are updated
- POA&Ms should be submitted by states on a monthly basis per MARS-E, but CMS will review submissions on at least quarterly basis.
- Travel to SBM and FFM states should resume in November to work with state security officers on improving their documentation and to provide subject matter assistance.

Health Insurance Marketplace Pre-Flight Checklist

Path 1: Go-Live 10/1/2013

Health Insurance Marketplace IT Systems

Centers for Medicare & Medicaid Services
September 20, 2013

Content version 9 -- > Updated: 9/19/13

Template Version 4 (template updated on 9/11/2013)



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End-to-End Scenarios Checklist

Goals:

- Confirm that key end-to-end scenarios have been demonstrated and proven to work

#	Scenario	Demonstrated successfully?
1	A QHP eligible consumer registers on healthcare.gov and completes a non-financial assistance application	
2	A QHP eligible consumer registers on healthcare.gov and completes a financial assistance application	
3	A Medicaid/CHIP eligible consumer completes an application	

General Criteria	Scenario Specific Criteria
<input type="checkbox"/> User is able to navigate to the learn site on HC.gov <input type="checkbox"/> LOA1 account created <input type="checkbox"/> Identity proofing and LOA2 step up successful <input type="checkbox"/> Correct application questions and cards are displayed <input type="checkbox"/> Verification calls through the hub are correct <input type="checkbox"/> Plan compare filtering and navigation is correct <input type="checkbox"/> Premiums display correctly <input type="checkbox"/> User can select a plan and receive instructions on premium payment (premium redirect or billing from issuer) <input type="checkbox"/> 834 generation (syntax and content) is successful (FFM creates XML for Hub and Hub generates correct 834) <input type="checkbox"/> Correct notices are generated <input type="checkbox"/> Expected user experience features are in place <input type="checkbox"/> Appropriate metrics are available through MIDAS <input type="checkbox"/> Interface calls are confirmed in the logs (e.g., FFM to Hub; FFM/Hub to MIDAS; Hub to external partners) <input type="checkbox"/> Inspect database for successful insertion of records	<input type="checkbox"/> Scenario #1 scenario (A QHP eligible consumer registers on healthcare.gov and completes a non-financial assistance application) <ul style="list-style-type: none"> Income related questions are not displayed Eligibility determination for QHP is correct <input type="checkbox"/> Scenario #2 scenario (A QHP eligible consumer registers on healthcare.gov and completes a financial assistance application) <ul style="list-style-type: none"> Income related questions are displayed Eligibility determination for QHP is correct APTC calculation is correct Premium displays with the APTC reduction displayed clearly <input type="checkbox"/> Scenario #3 scenario (A Medicaid/CHIP eligible consumer completes an application) <ul style="list-style-type: none"> Eligibility determination for Medicaid/CHIP is correct



Functionality Checklist

Change Log

Date	Notes
9/11/13 (10:00 PM)	CGI updates to FFM column.
9/12/13 (5:37 PM)	CGI Updates from 9/12 2:30PM Meeting
9/16/13 (2:25 PM)	CGI Updates in preparation for 9/16 5pm Meeting
9/17/13 (1:15 PM)	Abbreviated walkthrough with PMO (rich Martin, Todd Coutts)
9/17/13 (5:00 PM)	CGI Updates from 9/17 5pm meeting
9/18/13 (9:00 PM)	CGI updates to Functionality Checklist, Data Preparation Checklist, Elasticity and Scalability Checklist, Environment Configuration, Code version chart, and Documentation checklist section
9/19/13 (1:42PM)	CGI updates to Application, Eligibility Determination, and ESD Functionality Checklist items.

Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
Create Account										
	Agent/Broker Landing Page	Y							9/18: Tests continue in region	9/18: Blockers encountered in integration testing; fixes identified, will require next scheduled build. 9/17 5pm: Monica checked with Dev Team, and it is on track for going in tonight.

¹ Functions with an asterisk (*) were deferred from 10/1 Go-Live

² Tested successfully = (1) No high severity defects open; (2) as judged by the business and CMS management, remaining lower severity defects will not degrade consumer experience.



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotRe sp	NGD	Serco	HC.gov Learn		
										<p>9/17: solved technical problem. Hoping for 9/17</p> <p>9/16: Not going to go – working through various role based scenarios. Ties with CCR Landing page as well. Every time the path changes, it interferes with session based management. Every change made creates an unintended consequence elsewhere. Best Case Scenario – 2 business days away from Agent Broker and CCR Landing Pages.</p> <p>UI is done; Service not testing well. Service responds with inappropriate results. Working to fix component by component. Data models updated, services being worked. (Clarify UI and Service) Complete by 9/14.</p>
	Settings: Communication Preferences	Y							Yes	
Static Page saying Change of Circumstance coming 10/15	Settings: Coverage Information - Report Life Changes	Y							Yes	
	Landing Page (Global): My Apps and Coverage Global Landing Page	Y								<p>9/18: Testing continues</p> <p>9/16: Above task completed on 9/13</p> <p>Critical defect, UI is not showing 'complete' status when application is done. Target no later than 9/15.</p>
	Consumer Landing Page (Tenant)	Y								<p>9/16: Navigation and Plans and Programs have been cleaned up. In process of final fixes for 9/16 release. Cleaning up issues on Navigation. Plans</p>



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	Not Resp	NGD	Serco	HC.gov Learn		
										and Programs not displaying properly. Defect fix target completion 9/12. Updated to be 9/13 for fix completion. Will target 9/13 build to not allow users to create multiple applications for 1 tenant.
	Settings: Premium Discount Usage – NOT DAY 1	NA								
	Authorized Rep (Day 1 Capabilities) – NOT DAY 1	NA								
	CCR Landing Page	N							No	<p>9/18: Necessary, minimal workflows necessary for Day 1 identified between OIS and OC; technical solution identified, development and delivery plan for COB 9/19.</p> <p>9/17 5pm: Team's question – basic premise of workflow of Ind App is it's managed by the login ID. Logic began to break down in CCR because CCR's don't log in, and the user isn't logged in. In order to accept this premise, we'd need to change Ind App, but not prudent right now. We need to have this convo with OC to make sure they want to create an application that doesn't really belong to anyone. Didn't get resolved with OC, so Thurston is helping to come up with a Super-User/CCR User concept. There is a general technical approach – still need to work out the details. Will have something to review with OC tomorrow.</p> <p>9/17: <u>Issue</u> -- > need to develop solution for meeting OC's requirement.</p>



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										9/16: Targeted for 9/16 release. There may be an issue with how Call Center connects with the Marketplace. UI Pages done; working to connect with Call Center. Need to reintegrate CCR specific services (major bug). Need to figure out how to bypass NotRes (Best case scenario - complete by 9/14). Update - more likely to be 9/15 build.
	Settings: Application Details	Y								9/18: Testing continues 9/17: Did not make it into the 16 th , targeted for 9/17 9/16: Defect fixes targeted for 9/16 Not showing correct status, but in progress of being fixed. Defect fix target completion 9/12. Update, still an issue and targeting 9/14 build.
	LOA2 - Online ID Proofing	Y								9/18: Testing Continues 9/17 5pm: Done and checked in on NotRes now. 9/16: No major problems NotRes dependencies - setting up accounts for us to test with Experian. Update - still an issue on NotRes side. CGI to coordinate with Karlton Kim on this issue.
	LOA2 - Manual ID Proofing	Y								9/18: Research over last days indicates no known resolution across industry and technical communities. Need to make a



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										<p>decision on best way forward.</p> <p>9/17 5pm: 1) Discovered on 9/14 that when a person's DOB is passed, it's passing in the user's browser's time zone. Working on a solution. 2) When NotResp compares User-entered data against FARS database, Experian doesn't guarantee DOB to exist. If they don't have DOB, we'll get a failure response. Whenever we're testing this feature and expecting a response, it's hard to tell if a failure is due to a bug or if Experian doesn't have the DOB.</p> <p>9/16: Defect under debugging – targeting 9/18 release. Venkat from OIS is talking with Experian about a Date of Birth issue that impacts testing. Testing is inconsistent due to this DOB issue.</p> <p>NotResp dependencies – setting up accounts for us to test with Experian. CGI to coordinate with Karlton Kim on this issue. FFM has critical defect to step-up account. Currently have hotfix to resolve to continue testing.</p>
Submitting document upload to ESD, and creating task in their queue to manage that document	LOA2 - ESD ID Proofing	Y								<p>9/18: Technical solution verified with OIS, continued development.</p> <p>9/17 5pm: Change in direction in ESD – no longer a Task Queue for day 1. When a user fails ID Proofing in My Account – they would upload a document in NotResp and a task would be created. The Task was the vehicle to correlate the</p>



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										document to the person. Solution designed – needs to be discussed with Thurston. Requires new development. 9/16: Had to make some changes due to the fact that ESD won't have a Task Queue for Day 1. There needs to be a way to alert the user once a document is uploaded. Pod 5 is done with their piece to pull the ESD worker's accept/decline document decision, but Pod 4 needs to write the code that actually captures this decision. NotResp dependencies – setting up accounts for us to test with Experian. CGI to coordinate with Karlton Kim on this issue
	Message Center – NOT DAY 1 – Using Bulletin Board	NA								
	My Plans & Programs	Y								9/18: Testing continues 9/16: Went in on 9/15, still doing some clean-up on it today. Plans okay; Working on issues with Programs and links on the page. Critical fixes targeted for 9/13 and 9/14.
	Settings: Terminate Coverage	Y								9/18: Testing continues 9/16: Target for 9/16 release. Only the Terminate enrollment/policy is scheduled for 9/15 build; other items are in testing.
	ToDo List	Y							Yes	9/16: This is done.



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	Not Resp	NGD	Serco	HC.gov Learn		
										Linking over to the Plan Compare ToDo List for Day1.
	Settings: Authorized Users (Day 1 = Agent/Brokers)	Y								9/18: Testing continues 9/16: Above task completed on 9/13 Moving in parallel with Agent/Broker Landing Page task for 9/14 build.
	Direct Enrollment Issuer Entry Page	Y								
	Inconsistencies List	Y								9/18: Defects related to dependencies on change in approach to ESD. Clean up and unit test complete. Waiting for next scheduled build. 9/17: identified high priority defects with CMS. Working defects and targeting 9/17 build. 9/16: Had to make some changes due to the fact that ESD won't have a Task Queue for Day 1. There needs to be a way to alert the user once a document is uploaded. Pod 5 is done with their piece to pull the ESD worker's accept/decline document decision, but Pod 4 needs to write the code that actually captures this decision. Needs more testing. 9/12: Dependency on the Eligibility Results PDF from Pod 1. This won't be totally complete until Pod 1 finishes the Eligibility Results PDF. Working on simplified version – targeting 9/15 build; potential ESD dependency.



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotRes	NGD	Serco	HC.gov Learn		
	My Profile Page	Y							Test complete	
	Settings: Eligibility Results and Appeals	Y								<p>9/18: Testing continues due to ongoing work due to dependencies on eligibility notice.</p> <p>9/17: Identified high priority defects with CMS. Working defects and targeting 9/17 build.</p> <p>9/16: Still waiting for 1 final piece of PDF to be completed from Pod 1.</p> <p>Dependency on Pod 1 to replicate and links to PDF (9/15)</p>
	Notices (Dev complete for Day 1 notices except Eligibility Results which is scheduled for 9/15)	Y								No issues
Application										
	Household Contact	Y								<p>9/19: Defect for temporary address being worked – target 9/19</p> <p>9/18: High priority defect went into 9/17 build. Continuing testing in NotRes</p> <p>9/17 5pm: One of the high priority defects to address</p> <p>9/16: CamelCase is coming from a system of record, so decided not to do any data manipulation of it for 10/1.</p> <p>Observation: confirmed that NotRes</p>



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										passing the CamelCase information. Clarify with Pod 5 to see how this is being saved in My Account (NotResp Value or User-Entered Value).
	Attestations	Y								9/19: All changes complete and in test as of 9/18 9/18: Testing continues 9/17: defect correction in progress
	My Account Integration	Y								No issues
	Security and Other UI Changes	Y								No issues
	Additional Information	Y								9/19: ESC-MEC Integration complete 9/17 9/16: Did not make it into 9/12; new target release for 9/16 ESC MEC Integration not complete – target 9/12
	Delayed Response	Y								9/19: Testing continues 9/16: Fixed on 9/12 Pages developed; Integration with service is broken. Fix in progress – target 9/12.
	Capture Assistor Identification	Y								9/19: Testing continues 9/16: Done Security questions need to be promoted (NotResp)
	Eligibility Results	Y								9/18: PDF is there, but the results not complete yet – it still doesn't show the



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotR esp	NGD	Serco	HC.gov Learn		
										<p>program results. Pod 1 is working on tis with a target completion of 9/20.</p> <p>9/17 5pm: PDF does show up in a development environment, trying to apply more business rules, checking in tonight 9/17, availability tomorrow 9/18.</p> <p>9/17: defect correction in progress</p> <p>9/16: Most of the work is done; 1 piece left to finish (Integration with ESC-MEC)</p> <p>PDF Page still in progress. UI is done, PDF is in progress. Working with Adobe. Target 9/15.</p>
	Income Screener related to Help Paying for Coverage	Y								
	Building the Household & Personal Information	Y							Known defects, in process of being fixed	<p>9/19:Non-applicants and sibling test cases are in.</p> <p>9/17 5pm: One of the two high priority defects for 9/17.</p> <p>9/16: Many defects have been closed, but some still remain in open and are in progress.</p> <p>Working the critical defects - targeting as many as possible for 9/12 (can refer to Defect Tracker/list for defect details)</p>
	Special Circumstances	Y								
	Household Summary	Y								
	Income	Y							Known defects, in process of being fixed	9/19:Testing continues



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotRe-sp	NGD	Serco	HC.gov Learn		
										9/16: Fixed several Income defects with 9/16 target Several defects identified – working through the list and targeting for 9/12.
	SEP Questions (Not for 10/1)	Y								
	Review Application	Y								Targeting 9/12 for defect fixes
	Sign and Submit	Y								9/18: Testing continues 9/16: Done. Has an integration point with Attestation questions. Integration is still missing – target 9/12.
	Get Started	Y								
	* Household Contact ID Proofing (not for 10/1)	NA								
	* Second Chance (not for 10/1)	NA								
Eligibility Determination										
	Verify Non-ESC MEC (For available data sources only).	Y	Y							9/17: Ben provided with a list of ~42 defects on 9/16 – prioritized the highs, and now Pod 1 is working through the high priority items. There are a number of defect fixes that are going through. 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	Not Resp	NGD	Serco	HC.gov Learn		
										with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Verify Citizenship/Lawful Presence	Y	Y							9/19: Hub has been too irregular to work through this, and still don't have the right data to test to the 5 year bar. 9/13: Verified Successfully 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Verify Incarceration	Y	Y							9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotRe sp	NGD	Serco	HC.gov Learn		
	Verify SSN	Y	Y							<p>9/19: Hub reliability issues, but when the Hub does respond, it seems okay.</p> <p>9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with.</p> <p>Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.</p>
	Verify Current Income	Y	Y							<p>9/19: Need a CHIP eligible person to test. We got this working on a developer's desktop, but it's not working in Test.</p> <p>9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with.</p> <p>Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.</p>
	Predetermination processing	Y								9/19:Pre-determination for delayed data resources is working. Need to test Failed ID Proofing.



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	Not Resp	NGD	Serco	HC.gov Learn		
										9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Process attestations	Y								9/19: Designed and developed to look at just the household contact's eligibility; but it needs to look at the entire household's eligibility. Absent parent attestations not being persisted correctly from UI. 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Qualify for enrollment period	Y								9/19: Working for Open Enrollment 9/12: Wasn't able to test with the existing independent set of data, but hit



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotRe sp	NGD	Serco	HC.gov Learn		
										blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Manage Insurance Application and Determine Individual Eligibility	Y								9/19: Working 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Determine Residency eligibility	Y								9/19: Needs more testing to identify issues. 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with.



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotRe sp	NGD	Serco	HC.gov Learn		
										Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
	Determine Indian Status	Y								<p>9/19: Indian verification is correctly setting inconsistency, but Indian is not getting the special CSR for Indians above 300% fpl</p> <p>9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with.</p> <p>Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.</p>
	Determine QHP Eligibility	Y								<p>9/19: Made a change on 9/17 to prevent QHP Eligibility when Medicaid Attestation was disagreed; still needs more testing for this change.</p> <p>9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with.</p> <p>Known defects, in process of being fixed.</p>



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	Not Resp	NGD	Serco	HC.gov Learn		
										Testing on 9/11, see Eligibility High Priority Defect List.
	APTC/CSR Eligibility	Y								<p>9/19: Eligibility is working.</p> <p>Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.</p> <p>High Priority Defect: Possibly a problem that's it not selecting second lowest cost plan. We have a test scenario that will expose this problem.</p>
	Determine Medicaid/CHIP Eligibility	Y								<p>9/19: CHIP Eligibility is not working, but very close to being finished. Medicaid Eligibility is working.</p> <p>9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with.</p> <p>Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List. Magi 3 rule verification – still need to validate (it was</p>



Business Capability	Function ¹	Development Complete? (Y, N, P, NA)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	Not Resp	NGD	Serco	HC.gov Learn		
										being skipped for many people).
	Household Composition	Y								<p>9/19: Now able to create the Medicaid household but requires thorough testing.</p> <p>9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing.</p> <p>Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.</p> <p>Mathmatica is in route, and we'll work with them to get an independent set of data to test with.</p>
	Complete eligibility	Y								<p>9/19: Still needs testing.</p> <p>9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathmatica is in route, and we'll work with them to get an independent set of data to test with.</p> <p>Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.</p>
	Start Clocks	Y								9/19: We know this is working but needs thorough test for each type of clock and



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	Not Resp	NGD	Serco	HC.gov Learn		
										inconsistency pend. 9/12: Wasn't able to test with the existing independent set of data, but hit blockers. Now testing with a known set of data that was created in-house; allowing us to make progress in testing. Mathematica is in route, and we'll work with them to get an independent set of data to test with. Known defects, in process of being fixed. Testing on 9/11, see Eligibility High Priority Defect List.
Plan Compare										
	Premium redirect	Y							Yes	9/17 5pm: Made it NotResp in 9/16 9/16: Turned on in NotResp but not in NotRes yet. Will be in NotRe on 9/16 (evening). Submit a BRF request and turn the flag off to return to the issuers site. - Completed 9/12 and will verify by 9/13.
	Anonymous Shopper	Y							Yes	9/18: Trying to address Plan Compare critical defects first, then do Anonymous Shopper next 9/17: Received spreadsheet of defects from Business Owners - check with CMS on priority. 9/16: No change 9/12: Don't focus on Anonymous



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										Shopper first – turn focus to Plan Compare instead. Defects identified by CMS, being treated as critical, target fixes for 9/12
	Calculate Max APTC	Y							Yes	9/18: Testing Continues 9/17 5pm: Still working this defect – modeling changes involved. Targeting completion for 9/18. 9/16: Working a defect that is truncating decimal points for premium amounts.
	To Do List	Y							Yes	
	* Elect APTC amount - Multi-tax household (not for 10/1)	NA							Yes	
	* Plan Select- Multi-tax Filer Household (not for 10/1)	NA							Yes	
	* Change of Circumstances (not for 10/1)	NA							Yes	
	Compose Enrollment Groups	Y							Yes	
	Screening Questions	Y							Yes	
	Elect APTC amount - single household	Y							Yes	9/18: Working on APTC amount for dental plans – target 9/19 9/17 5pm: Most defects are fixed and deployed to NotResp environments, but working on defects identified by testers in these environments. 9/16: Fixed all critical defects (9/15 evening) Related to Max APTC, Defects identified



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										by CMS, being treated as critical, target fixes for 9/12. Known issue with EHB Calculation to get Max APTC (Plan Management defect). Defects identified by CMS, being treated as critical, target fixes for 9/12 and 9/13.
	* Elect APTC amount - Multi-member household(not for 10/1)	NA							Yes	
	Plan Results	Y							Yes	
	Plan Details	Y							Yes	
	Compare Plans	Y							Yes	9/16: No critical defects Internal defects identified, fixed completed on for 9/12 build, currently verifying.
	Save Plans	Y							Yes	
	Retrieve Plans	Y							Yes	
	Plan Select- Single Household	Y							Yes	
	* Plan Select- Multi-Member Household (not for 10/1)	NA								
Direct Enrollment										
	Secure Redirect	Y							Yes	9/18: Still need update from CMS 9/17 5pm: No issues at this point. NotResp technologies update from CMS still needed. Still need to talk to CMS. 9/16: Still open. Check with CMS for



Business Capability	Function ¹	Development Complete? (Y, N, NotResp)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										target. CMS working on workaround with Issuers for [NotResp]
	Fetch Eligibility	Y							Yes	9/18: Migration of hotfixes this afternoon, should be in [NotResp] 9/17 5pm: No outstanding defects, but issuers are getting some errors – checking on these items. 9/16: Defects fixed on 9/15 Fixed defects, include in 9/12 release. Critical defect being analyzed which is getting NULL pointer exception.
	Submit Enrollment - Create	Y							Yes	9/18: Target for use by Submit Enrollment in [NotResp] on 9/19. 9/17 5pm: Pod 1, 3, and 6 chapters on FIPS are deploying tonight into [NotResp]. Doing everything locally, but the first time we test it with real data is in [NotResp] but won't get into [NotResp] until Thursday. Expect hotfixes. Need to prepare issuers for what they may see if they go in [NotResp] on Wednesday. 9/16: Pod 1 needs to do modeling changes (FIPS). Trying to unit test code changes. Waiting for new service that has more validations. Existing code will be replaced with more validation services. Target for 9/13 build. Rounding logic issue for



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										premium amounts – address with issuers by 9/15.
	Submit Enrollment – Change (not for 10/1)	NA								
	Submit Enrollment - Cancel	Y								<p>9/18: Target for use by Submit Enrollment in NotResp on 9/19. Waiting for new service that has more validations. Existing code will be replaced with more validation services. Target for 9/15</p> <p>9/17 5pm: Pod 1, 3, and 6 changes on FIPS are deploying tonight NotResp. Doing everything locally, but the first time we test it with real data is NotResp but won't get into NotResp until Thursday. Expect hotfixes. Need to prepare issuers for what they may see if they go in NotResp on Wednesday.</p> <p>9/16: Pod 1 needs to do modeling changes (FIPS). Trying to unit test code changes.</p>
	Submit Enrollment - Terminate/Disenroll	Y								<p>9/18: Target for use by Submit Enrollment in NotResp on 9/19.</p> <p>9/17 5pm: Pod 1, 3, and 6 changes on FIPS are deploying tonight into NotResp. Doing everything locally, but the first time we test it with real data is in NotResp but won't get into NotResp.</p>



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										Thursday. Expect hotfixes. Need to prepare issuers for what they may see if they go in. NotResp on Wednesday. 9/16: Pod 1 needs to do modeling changes (FIPS). Trying to unit test code changes. Target for 9/15
Enrollment										
	Initial Enrollment	Y								9/18: Migrated to NotResp still working defects. 9/17 5pm: Checking in to NotResp on 9/17 9/16: Targeted for 9/17 build New Service targeted for 9/13 build
	Process Inbound 834s for Effectuation, Cancellation and Termination (Disenrollment) of Enrollments from Issuers	Y	Y							9/18: Migrated to NotResp still working defects. 9/17 5pm: Checking in to NotResp on 9/17 Need to have some issuers do some testing in this function. It is in Prod NotResp 9/16: No change
	Transaction Logging - 999, 824XML, 834 (Inbound and Outbound)	Y	Y							9/18: No critical defects but working on minor defects. Target 9/18 build. 9/16: Fixing defect for 9/16 Need to have some issuers do some



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
										...testing in this function. It is in Prod NotResp Update – critical defect that does the transaction logging is not working properly. Currently analyzing for resolution.
	Process 999 Acknowledgement	Y	Y						Yes (no CMS or Issuer testing yet) 9/12: Test bed exists – need to get into NotResp test.	9/18: No defects, no issues 9/16: Fixing defect for 9/16 Need to have some issuers do some testing in this function. It is in Prod NotResp update – critical defect identified, currently analyzing for resolution.
	Change Enrollment - Demographic Changes, Address Change, Add/Remove member (Not for 10/1 – 10/15 Target)	NA								
	Change Enrollment - Cancel/Terminate Enrollment	Y	Y						Not tested yet	9/18: Migrated to NotResp still working defects. 9/16: Targeted for 9/17 build New Code is developed, Unit Testing in progress – target 9/15 release for NotRes
	Generate Outbound 834s for Initial, Change, Cancel, Terminate Enrollments	Y							Old code has been tested; new code has not been tested yet	9/18: Target for use by Submit Enrollment in NotResp on 9/19. 9/16: Targeted for 9/17 build Initial will go in 9/13 build; Change/Cancel/Terminate will go to NotResp on 9/15.
Call Center										
	Find Person/Find Authorized Rep	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects. 1 Serious defect being addressed.



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotR-esp	NGD	Serco	HC.gov Learn		
	Find Individual Applications	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Fetch Individual Application Details	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Fetch Shop Employee Details (not for 10/1 – 11/1 Target)	NA								No critical defects remain as of 9/11. Addressing serious defects.
	Fetch Activity Log	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Send Eligibility Task Escalation	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Fetch Eligibility Task	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Update Account	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
	Unlock Account/Reset Forgotten Password	Y							Yes	No critical defects remain as of 9/11. Addressing serious defects.
Eligibility Case Management										
	Serco Case Management Solution									
	FFM Interfaces for Serco									
Eligibility Support Desktop										
	Custom Notice	N								9/19: Development still in progress. Target completion 9/20.
	Integration With ESC	Y							Yes	
	Task Queue/Workflow (De-scoped – Not Day 1)	Y								
	Task Assignment to ESW (De-scoped – Not Day 1)	Y								
	Document Upload (De-scoped – Not Day 1)	Y								
	View Documents (De-scoped – 10/15)	Y								



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn		
	Task Notes (De-scoped – Not Day 1)	Y								
	Document Management – NOT DAY 1	NA								
	Review and Adjudication of documents submitted by consumer	Y								9/19: Testing continues in 10/15 – right now this function will just say if inconsistencies are resolved (Y/N), and this integrates with My Account's Inconsistencies List. Targeting to complete by 9/12 – Issue Resolution; NotRejs at risk for 912 because Pod 5 just completed the modeling changes needed to move forward.
	Person Search – Landing Page into ESD	Y								9/19: Done and testing in 10/15 – right now this function will just say if inconsistencies are resolved (Y/N), and this integrates with My Account's Inconsistencies List.
	Link to Individual Application	N								9/19: Developing the ability for any ESW to access an application entered by another ESW. Target completion 9/20
Reports and Metrics / Other										
	MMI Dashboard: 17 metrics			Y					No – in progress in	NotResp
	MMI Report: 17 metrics			Y					No – in progress in	
	MMI Export File: 17 metrics			Y					No – in progress in	
	E&E Dashboard			Y					No – in progress in	
	E&E Report: Saved vs. Submitted Applications (FFM)			Y					No – in progress in	
	E&E Report: Applicants Waiting for an Eligibility Determination (FFM)			Y					No – in progress in	
	E&E Report: Applicants in an Inconsistency/Good Faith Period			Y					No – in progress in	



Business Capability	Function ¹	Development Complete? (Y, N, N/A)							Tested successfully? ²	Known Problems
		FFM	Hub	MIDAS	Not Resp	NGD	Serco	HC.gov Learn		
	(FFM)									
	E&E Report: Eligibility Determinations by QHP (FFM)			Y					No – in progress in	NotResp
	E&E Report: Eligibility Determinations/Assessments for IAPs (FFM)			Y					No – in progress in	
	E&E Report: Self Service Functionality			Y					No – in progress in	
	MIDAS: Office of Enterprise Management (OEM) extract			Y					No – in progress in	
	MIDAS: Health Insurance Casework System (HICS) extract			Y					No – in progress in	
Other Services for SBMs										
	RIDP		Y						QSSI: Hub internal testing of RIDP and FARS services complete. ACA testing of the same with Experian in progress.	QSSI: Few States (KY, WA, RI, MT, and CT) have tested till date more states are scheduled to test. Few of the states have reported data issues during testing.
	Federal Verifications		Y							
HC.Gov Learn Site										
	Help Content Completed									



Interface Checklist

Goals:

- Confirm that interfaces are ready for the go-live
- Identify incomplete development
- Describe known problems so that operations is prepared

Business Capability	Interface	Infrastructure – Connectivity Established (Prod-to-Prod)? (Y, N, N/A)	Interface Complete? (Y, N, N/A)								Tested successfully? ³ (i.e., no high severity defects)	Known Problems
			FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn	External Partner		
Create Account												
	FFM - NotResp		Y	N/A	N/A	Y	N/A	N/A	N/A	N/A	Full testing not complete	NotResp dependencies – setting up accounts for us to test with Experian. Testing team input: Integration testing of FFM components (E&E, FM, and PM) not testing as a whole in the same environment
	FFM – Gov Delivery		Y	N/A	N/A	Y	N/A	N/A	N/A	N/A	Full testing not complete	Testing team input: Integration testing of FFM components (E&E, FM, and PM) not testing as a whole in the same environment
	FFM – HC.gov		Y	N/A	N/A	Y	N/A	N/A	Y?	N/A	Full testing not complete	NotResp Testing team input: Integration testing of FFM components (E&E, FM, and PM) not testing as a whole in the same environment
Application												
	N/A											

³ Tested successfully = (1) No high severity defects open; (2) as judged by the business and CMS management, remaining lower severity defects will not degrade consumer experience.



Business Capability	Interface	Infrastructure – Connectivity Established (Prod-to-Prod)? (Y, N, N/A)	Interface Complete? (Y, N, N/A)								Tested successfully? ³ (i.e., no high severity defects)	Known Problems
			FFM	Hub	MIDAS	NotRe:sp	NGD	Serco	HC.gov Learn	External Partner		
Eligibility												
	FFM – Hub	Y	Y	Y	N/A	N/A	N/A	N/A	N/A	N/A	Y	
	Hub – Account Transfer	Partial		Y		N/A	N/A	N/A	N/A	N/A	Started testing, continuing next week with remaining states. Hub can receive Accounts from SBM.	
	Hub – Experian	Y		Y		N/A	N/A	N/A	N/A	Y	Y – SBM, NotRe:sp testing starting today, calling NotRe:sp service. Hub is connected to Experian.	
	Hub – MIDAS	N	N/A	Y	Y	N/A	N/A	N/A	N/A	N/A	MIDAS: Testing In-Progress. Scheduled to be completed on 9/19.	
	Hub – SSA	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub – IRS	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub – Equifax	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub – Medicare	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub – DHS v32.1	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y	
	Hub – DHS v33	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub – OPM	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	



Business Capability	Interface	Infrastructure – Connectivity Established (Prod-to-Prod)? (Y, N, N/A)	Interface Complete? (Y, N, N/A)								Tested successfully? ³ (i.e., no high severity defects)	Known Problems
			FFM	Hub	MIDAS	NotRe: sp	NGD	Serco	HC.gov Learn	External Partner		
	Hub - TRICARE	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub – Peace Corps	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub - VA	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y –Source : DSH Schedule 9/6/2013)	
	Hub – State Medicaid Agencies	N	N/A	Y	N/A	N/A	N/A	N/A	N/A	Y	Y – (Source : DSH Schedule 9/6/2013). State Medicaid agencies targeted for 10/1 ready	
	FFM – Mailing Contractor		Y?	N	N/A	N/A	N/A	N/A	N/A	N/A	N – As of Daily Status Report 9/13/2013	
	HIGLAS Integration	Y	Y?	Y	N/A	N/A	N/A	N/A	N/A	N/A	Scheduled for testing between 9/13/013 and 9/17/2013 (Source: ACA Daily Testing Report 9/12/2013)	
	FFM – Adobe LiveCycle	Y	Y	Y	N/A	N/A	N/A	N/A	N/A	N/A	PDF Page still in progress. UI is done, PDF is in progress. Working with Adobe. Target 9/15. (Source: CGI Update in previous section)	
Direct Enrollment												
	FFM – Issuer (Web Services)		Y	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Partially Complete?	Waiting for new service that has more validations. Existing code will be replaced with more validation services. Target for 9/15 (Source: CGI Update in previous section)



Business Capability	Interface	Infrastructure – Connectivity Established (Prod-to-Prod)? (Y, N, N/A)	Interface Complete? (Y, N, N/A)								Tested successfully? ³ (i.e., no high severity defects)	Known Problems
			FFM	Hub	MIDAS	NotResp	NGD	Serco	HC.gov Learn	External Partner		
Enrollment												
	FFM – Hub (for enrollment transactions)	Y	Y	Y	N/A	N/A	N/A	N/A	N/A	N/A	Partially Complete?	Need to have some issuers do some testing in this function. It is in <u>NotResp</u> (Source: CGI Update in previous section)
	Hub – Issuers (EFT/EDI for 834 transactions)	Y	Y	Y	N/A	N/A	N/A	N/A	N/A	N/A	Y - (Source : DSH Schedule 9/6/2013)	
Call Center												
	FFM – Call Center		Y	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Y - (Source: CGI Update in previous section)	No critical defects remain as of 9/11. Addressing serious defects.
	Call Center access to FFM		Y	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Y - (Source: CGI Update in previous section)	No critical defects remain as of 9/11. Addressing serious defects.
Eligibility Support												
	ESW (Serco) Federated Access to FFM		Y?	N/A	N/A	N/A	N/A	Y?	N/A	N/A	Partially Complete? - (Source: CGI Update in previous section)	Targeting to complete by 9/12 – Issue Resolution <u>NotRe</u> is at risk for 912
Reports and Metrics												
	MIDAS – FFM		Y?	N/A	Y	N/A	N/A	N/A	N/A	N/A	ACA Testing scheduled for 09/13/2013-09/17/2013(Source: ACA Daily Testing Report 9/12/2013) MIDAS – Content Pump tested successfully	



Business Capability	Interface	Infrastructure – Connectivity Established (Prod-to-Prod)? (Y, N, N/A)	Interface Complete? (Y, N, N/A)								Tested successfully? ³ (i.e., no high severity defects)	Known Problems
			FFM	Hub	MIDAS	NotRes p	NGD	Serco	HC.gov Learn	External Partner		
	MIDAS – Hub	Y	N/A	Y	Y	N/A	N/A	N/A	N/A	N/A	ACA Testing Scheduled for 09/13/2013-09/17/2013(Source: ACA Daily Testing Report 9/12/2013) MIDAS – Testing In-Progress through 9/19/13	
Other Services for SBMs												
	Hub – SBM	Y	N/A	Y	N/A	N/A	N/A	N/A	N/A	N/A	Y - (Source : DSH Schedule 9/6/2013)	
MIDAS												
	FFM to provide port information to MIDAS for the Content Pump Configuration	Y	Y		Y						MIDAS has not received the Production port configuration information.	
	DSH to provide port information to MIDAS for the Content Pump Configuration	Y		Y	Y						MIDAS has not received the Production port configuration information.	



Non Functional Development Checklist

Business Capability	FFM (Y, N, N/A)						Hub (Y, N, N/A)						MIDAS (Y, N, N/A)						Notes
	Error Handling	User Friendly Error Messaging	Logging	Browser Compatibility	Transaction Management	Caching & Memory Management	Error Handling	User Friendly Error Messaging	Logging	Browser Compatibility	Transaction Management	Caching & Memory Management	Error Handling	User Friendly Error Messaging	Logging	Browser Compatibility	Transaction Management	Caching & Memory Management	
Create Account													N/A	N/A	N/A	N/A	N/A	N/A	
Application													N/A	N/A	N/A	N/A	N/A	N/A	
Eligibility Determination													N/A	N/A	N/A	N/A	N/A	N/A	
Plan Compare													N/A	N/A	N/A	N/A	N/A	N/A	
Direct Enrollment													N/A	N/A	N/A	N/A	N/A	N/A	
Enrollment													N/A	N/A	N/A	N/A	N/A	N/A	
Call Center													N/A	N/A	N/A	N/A	N/A	N/A	
Eligibility Support Desktop													N/A	N/A	N/A	N/A	N/A	N/A	
Reports and Metrics / Other													Y	Y	Y	Y	N/A	Y	
Other Services for SBMs													N/A	N/A	N/A	N/A	N/A	N/A	



Security Checklist

Goal

- Ensure that security activities have been completed and that operations is ready

Security activities

System	SCA/ATO Completed? (Y, N, N/A)		High Findings Remediated? (Y, N, N/A)	Residual Risks	Notes
	SCA	ATO			
FFM	Y	Y	N	Security Team: 2 High, 22 moderate, 13 low risks	See certification form for details.
Hub	Y	Y	Y	Security Team: 19 moderate, 1 low risk;	See certification form for details.
MIDAS	Y	Y Hadoop ATO Pending	Y	Security Team: 33 moderate, 32 low risk MIDAS team: All 17 Findings were deemed "Common" and risk level changed by Mitre to informational Hadoop ATO pending	See certification form for details.
NotResp	Y	Y	N	Security Team: 2 moderates, 1 low risk	See certification form for details.
XOC	Y	N	N	Security Team: 7 high, 47 moderate, 21 low risk	Findings are currently being remediated; and a final assessment has not been filed.

Security Operations

Item	Ready? (Y/N)	Notes
Security tools & monitoring configured?	N	<div>Security Team:</div> <div>NotResp (AV Malware) Agents 97% server coverage</div> <div>NotResp 100% deployed, grades=A</div> <div>NotResp Partially deployed and 70% configured</div> <div>NotResp operational, need to enhance with Informer product by 10/1</div>



Item	Ready? (Y/N)	Notes
		<div>NotResp</div> <div>operational</div> <div>SysLog Server fully configured – Additional auditing settings need to be configured post 10/1</div> <div>NotResp</div> <div>deployed and program established for FFM/Hub/</div> <div>NotResp</div> <div>device professionally reviewed and hardened</div> <div>Threat Intelligence Feeds established</div> <div>Akamai KONA WAF security services [– Final configuration by 9/27</div>
Staffing plan finalized?	Y	24x7x365 coverage available. Additional staff is being hired
Incident response plan finished and ready?	Y	100% Ready, tested, and stakeholder training delivered.
Received IRS Safeguard Approval Letter	N	Expecting by 9/25



Section 508 Compliance

System	508 Compliant? (Y, N, N/A)	If NOT 508 Compliant, Waiver obtained? (Y, N, N/A)	Notes	Responsible
Healthcare.gov	Y	N/A	QC controls "Learn Side" only – 96% compliance achieved	Jon Booth/OC
FFM				
Hub				
MIDAS	Y		MIDAS input: IBM Cognos Business intelligence application is compliant with the overarching section 508 requirements.	
NotResp				

(b) (5) DPP



Data Preparation Checklist

Data	Status? (Yes/No)	Notes	Responsible
MAGI rules from State Medicaid Agencies loaded and tested?	No	FFM: a portion of the MAGI rules has previously been pushed to NotRes P but the final piece (Medicaid CHIP Program Names) is going to on 9/19.	FFM team
Plan data loaded into HC.gov and tested?	No	HC.gov has plan data loaded. The CGI team has copied that plan data/information into the NotResp environment for testing (UAT). Test region is being populated with plans marked as Certified or Suppressed the evening of 9/19 with a test to follow for validation. Final version to be targeted for completion by noon 9/20.	OC / FFM Team
LOA1 user id's setup through Lite Account confirmed "ok"		FFM: Question for CMS – If the user provides the same answer to two or more of the security questions, the expectation is that we provide a specific error message. However, NotResp error response is different than the other kinds of errors and thus is not parsed by FFM. FFM: Consequently, the consumer sees the generic "your account could not be created" page rather than a specific error message. Options are either to A) have NotRe sp revise this or B) update the generic error message content to include the text of explaining that answers to two or more of the security questions cannot be the same. To reduce risk, CGI recommends Option B (simple text/content update) NOTE – If the user provides a UserID that's already in use or an Email address that's already in use, NotResp sends those Error Faults as expected and FFM will correctly show the specific error content for these types of errors.	NotResp Team / FFM Team
LOA1 accounts in "limbo" state identified and cleaned up from EIDM temp table		FFM: After speaking with NotRe, there seems to be a disconnect on what this item is asking. CGI has delivered the CSV files to CMS. NotRes of purged accounts from NotResp p until 9/12. CGI spoke with NotRe sp on this subject and the reply was "CGI has been	NotResp Team / FFM Team



Data	Status? (Yes/No)	Notes	Responsible
		<p>sending a data sheet pulled from [NotResp] which consists of the data to be cleaned up from the [NotRe] temp table. CGI could send out the list and [NotRe] team will work on getting that cleaned up.”</p> <p>It was CGI’s impression was that the production purging for the [NotResp] temp was happening daily and a long-term fix was to be put in on [NotRes] p on 9/15, however, it’s unclear where things stand.</p> <p>Recommend OIS to communicate with QSSI to get clarity on where this activity stands and if anything else remains.</p>	
Test data cleared in production environment?	FFM: Planned MIDAS: No	FFM: Incorporated into the production cutover checklist MIDAS: Scheduled for 9/23	FFM Team / Hub Team / MIDAS Team
Reference data confirmed “ok”?	FFM: Yes MIDA: Testing in progress	Relates to state configuration date received from CMCS. MIDAS: Defect resolution in progress	FFM Team / Hub Team / MIDAS Team



Performance & Stress Testing Checklist

Scenario: Register new accounts

Item	Description	Responsible
Scenario tested?		CMS Testing Team (Paul Donohoe / Akhtar Zaman)
Captured baseline SLAs for system's response time for all components? <input type="checkbox"/> FFM <input type="checkbox"/> Hub <input type="checkbox"/> NotResp <input type="checkbox"/> MIDAS		
What are the baseline SLAs (e.g., concurrent users, max transactions)?		
Is there a Performance & Stress Test Results artifact that includes (but is not limited to) actual response time from P&S test, whether tuning has occurred, post-tuning retest results, contingency plans for high & critical risks. Please include a link to or attach the artifact.		

Scenario: User completes the application

Item	Description	Responsible
Scenario tested?		CMS Testing Team (Paul Donohoe / Akhtar Zaman)
Captured baseline SLAs for system's response time for all components? <input type="checkbox"/> FFM <input type="checkbox"/> Hub <input type="checkbox"/> NotResp <input type="checkbox"/> MIDAS		
What are the baseline SLAs (e.g., concurrent users, max transactions)?		
Is there a Performance & Stress Test Results artifact that includes (but is not limited to) actual response time from P&S test, whether tuning has occurred, post-tuning retest results, contingency plans for high & critical		



Item	Description	Responsible
risks. Please include a link to or attach the artifact.		

Scenario: Key hub interfaces

Item	Description	Responsible
Scenarios tested		CMS Testing Team (Paul Donohoe / Akhtar Zaman)
Captured baseline SLAs? <input type="checkbox"/> Hub-IRS <input type="checkbox"/> Hub-SSA <input type="checkbox"/> Other?		
What are the baseline SLAs (e.g., concurrent users, max transactions)?		
Is there a Performance & Stress Test Results artifact that includes (but is not limited to) actual response time from P&S test, whether tuning has occurred, post-tuning retest results, contingency plans for high & critical risks. Please include a link to or attach the artifact.		

Scenario: FFM sends 834s to Issuers

Item	Description	Responsible
Scenario tested?		CMS Testing Team (Paul Donohoe / Akhtar Zaman)
Captured baseline SLAs for system's response time for all components? <input type="checkbox"/> FFM <input type="checkbox"/> Hub <input type="checkbox"/> NotResp <input type="checkbox"/> MIDAS		
What are the baseline SLAs (e.g., concurrent users, max transactions)?		
Is there a Performance & Stress Test Results artifact that includes (but is		



Item	Description	Responsible
not limited to) actual response time from P&S test, whether tuning has occurred, post-tuning retest results, contingency plans for high & critical risks. Please include a link to or attach the artifact.		

Scenario: Issuers send 834s to FFM

Item	Description	Responsible
Scenario tested?		CMS Testing Team (Paul Donohoe / Akhtar Zaman)
Captured baseline SLAs for system's response time for all components? <input type="checkbox"/> FFM <input type="checkbox"/> Hub <input type="checkbox"/> NotResp <input type="checkbox"/> MIDAS		
What are the baseline SLAs (e.g., concurrent users, max transactions)?		
Is there a Performance & Stress Test Results artifact that includes (but is not limited to) actual response time from P&S test, whether tuning has occurred, post-tuning retest results, contingency plans for high & critical risks. Please include a link to or attach the artifact.		



Elasticity & Scalability Checklist

System	How will system scale (more VMs?, tuning?)	What will trigger the scaling (e.g., % CPU utilization)?	Who will do the scaling?	Is there a contingency plan if the scaling plan borrows capacity from another environment?	Notes
NotResp					
FFM	Yes (Both)	XOC Monitoring	Terramark / URS/ CGI	Yes (Coordinate with CMS)	
Hub					
MIDAS	1. Acquiring additional nodes and storage capacity for scaling Hadoop within 11/15/13 timeframe. 2. Larger capacity VMs are on order. 3. Content Pump performance depends on configuration for performance tuning	Time to process end – to-end data > 8 hours Storage – More than 30% of 35 TB Utilized within one month	IDL Solutions / CACI – CGI – NotResp	No	



Environments and Infrastructure Checklist

Environments

Environment Configuration

Item	Status (Yes/No)	Notes	Responsible
Do PROD <input type="text" value="NotResp"/> have same code base and ready to support production break fixes?	No. Planned	CGI: Scheduled to support different release paths by conclusion of production cutover	Doug Margush, Jack Fletcher
Do all environments have the same/aligned software configuration (e.g. <input type="text" value="NotResp"/> etc.)?	Yes (Test and Implementation Environments)		Doug Margush, Jack Fletcher
Have all overlaps / conflicts in environments and scheduled releases been resolved?	No. Planned	CGI: Scheduled to support different release paths by conclusion of production cutover	Doug Margush, Jack Fletcher
Are our PROD and IMP environments connected to the right Trusted Data Source (TDS) environments?	Yes		Doug Margush, Jack Fletcher, Walt, Richard Speights
Test harness deactivated properly?	Yes	9/19: Although it can and is done properly, there may be issues with the timing of the deactivation	Doug Margush, Jack Fletcher, Walt Dill, Richard Speights
DR Site ready?	No		Brandon Williams
DR Test conducted and validated?	No		Brandon Williams



Code Release Version

Environment		Proper Code Version Installed? (Yes/No and List Code Version)			Notes
	FFM	DSH	MIDAS	HC.gov Learn Site	
Responsible	FFM Team	Hub Team	MIDAS Team	HC.gov	
NotResp	N/A	N/A		N/A	
	NotResp	DSH S21, B5		N/A	FFM: The version listed is the expected version after production cutover
		PM R5, B43		Yes – 1.5	FFM: The version listed is the expected version after production cutover
		PM R5, B43	Yes	N/A	FFM: The version listed is the expected version after production cutover MIDAS: NotResp
	N/A	N/A		N/A	FFM: The version listed is the expected version after production cutover
	NotResp	DSH S21,		Yes – 1.5	FFM: The version listed is the expected version after production cutover

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Environment		Proper Code Version Installed? (Yes/No and List Code Version)			Notes
	FFM	DSH	MIDAS	HC.gov Learn Site	
	cutover	B5			
NotResp		DSH S20, B8		N/A	FFM: The version listed is the expected version after production cutover
		PM R5, B43	Yes	N/A	FFM: The version listed is the expected version after production cutover MIDAS: <div>NotResp</div>
		DSH S21, B5		N/A	FFM: The version listed is the expected version after production cutover
		DSH S21, B5		N/A	FFM: The version listed is the expected version after production cutover
		PM R5, B43	N/A	N/A	FFM: The version listed is the expected version after production cutover



Environment		Proper Code Version Installed? (Yes/No and List Code Version)			Notes
	FFM	DSH	MIDAS	HC.gov Learn Site	
PROD	NotResp	PM R5, B43	Yes	Targeting this weekend – 1.5	FFM : The version listed is the expected version after production cutover MIDAS:
					NotResp



Architecture

Zones	Completed/Ready? (Yes/No)	Notes	Responsible
Presentation Zone Configured		General Comment: Not known at this point, discussions ongoing	
Intended VMs configured and ready			Doug Margush, Jack Fletcher
Web Server			Doug Margush, Jack Fletcher
Load Balance Configured			Doug Margush, Jack Fletcher
Clustering Configured			Doug Margush, Jack Fletcher
Akamai Configured – (only Akamai servers should be able to communicate with presentation zone.			Doug Margush, Jack Fletcher
Application Zone Configured			Doug Margush, Jack Fletcher
Intended VMs configured and ready			Doug Margush, Jack Fletcher
NotResp			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher



Zones	Completed/Ready? (Yes/No)	Notes	Responsible
Load Balance Configured			Doug Margush, Jack Fletcher
Clustering Configured			Doug Margush, Jack Fletcher
Cognos Application Zone Components			Doug Margush, Jack Fletcher
Other			Doug Margush, Jack Fletcher
Data Zone Configured		General Comment: Not known at this point, discussions ongoing	Doug Margush, Jack Fletcher
Intended VMs configured and ready			Doug Margush, Jack Fletcher
NotResp			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher
			Doug Margush, Jack Fletcher



Zones	Completed/Ready? (Yes/No)	Notes	Responsible
Other			Doug Margush, Jack Fletcher
Other		General Comment: Not known at this point, discussions ongoing	Doug Margush, Jack Fletcher
SSL Certificates			Doug Margush, Jack Fletcher
Firewalls Configured?			Doug Margush, Jack Fletcher
SSH keys (Public & Private) properly configured?			Doug Margush, Jack Fletcher
<div>NotResp</div> Configured?			Doug Margush, Jack Fletcher
Program accounts removed?			Doug Margush, Jack Fletcher
Named user accounts removed?			Doug Margush, Jack Fletcher
Application logging consolidated across systems?			Doug Margush, Jack Fletcher



Agreements Checklist

Agency	CMA Finished? (Yes/No)	SLA Finished? (Yes/No)	ISA Finished? (Yes/No)	ATC Granted? (Yes/No)	Notes	Responsible
IRS	CMA – Yes; Interagency Exchange Agreement (IEA)- No	Yes	Yes	Yes	<p>IRS CMA: Passed the 30 day waiting period in Fed Register without issue.</p> <p>IRS IEA: IRS is the only federal partner who requires an IEA with CMS. (b)(5)</p> <p>(b)(5)</p>	Daniel Lazenby, Reba Cole, Nancy Keates
SSA	Yes	Yes	Yes	Yes		Daniel Lazenby, Reba Cole, Nancy Keates
DHS	Pending	No	CMS expected to receive by 09/16/2013	Pending review and approval	<p>DHS CMA: In 30-day Federal Register Waiting period until 09/19;</p> <p>(b)(5)</p>	Daniel Lazenby, Reba Cole, Nancy Keates
VHA	Yes	No –	On 09/13, 2013, CMS received VA's Master ISA and Associate ISA. Received VA signature pages for both ISA's on 09/11/2013.	Pending review and approval		Daniel Lazenby, Reba Cole, Nancy Keates



Agency	CMA Finished? (Yes/No)	SLA Finished? (Yes/No)	ISA Finished? (Yes/No)	ATC Granted? (Yes/No)	Notes	Responsible
DOD –Tricare	Yes	No	Pending –	Pending ISA outcome	(b)(5) DMDC ISA: CMS provided an updated Master ISA to DMDC to review and approve, and CMS awaiting response from DMDC. DMDC had provided prior comments to the Master ISA, because they follow DOD security regulations, and not NIST security publications.	Daniel Lazenby (SLA only), Reba Cole, Nancy Keates
OPM	DUA completed	Yes	N/A	N/A	OPM has a DUA with CMS and does not need an ISA;	Daniel Lazenby (SLA only), Reba Cole, Nancy Keates
Peace Corp	DUA completed	No	N/A	N/A	Peace Corps has a DUA with CMS and does not need an ISA; Peace Corps SLA: primarily due to concerns regarding unknown TPS volume and response times. (b)(5)	Daniel Lazenby (SLA only), Reba Cole, Nancy Keates
Non-Fed Commercial TDS	Is this required?	Yes – 06/2013	Is this required?		Equifax: Non-Federal Trusted Data Source.	Daniel Lazenby (SLA only), Reba Cole, Nancy Keates
Non-FED States				Yes: Delaware: ATC signed by CIO; Pending: Kentucky and Connecticut ATCs pending		



Agency	CMA Finished? (Yes/No)	SLA Finished? (Yes/No)	ISA Finished? (Yes/No)	ATC Granted? (Yes/No)	Notes	Responsible
				CIO signature; Under Privacy Staff Review: Arizona, California, New York, and Washington (state) ATCs are in OESS for Privacy Staff review		
Third Parties						Daniel Lazenby (SLA only), Reba Cole, Nancy Keates

Milestones

Agency	ISA	ATC	CMA	SLA
IRS	09/03/2013	Do not have date granted	09/15/2013: Pending IEA	4/12/2013
SSA	08/30/2013	Do not have date granted	09/08/2013	8/22/2013
DHS	Pending		09/20/2013	Pending
VHA	In Review		09/15/2013	Pending
DOD –Tricare	Pending		09/03/2013	Pending
Peace Corps	Not Required		DUA only	
OPM	Not Required		DUA only	
Non-Fed	05/24/2013		Equifax ???	June 2013
Third Parties	05/24/2013			



Issuer Checklist

Item	# of Issuers	Status (% Complete)	Notes	Responsible
All web services onboarding completed? WS Onboarding Completion Status	84	63% (84/133)		Sean McHale, Dan Miller
All EFT onboarding completed? EFT Onboarding Completion Status	307	91% (307/339)	*#s in terms of HIOS Issuer IDS; 393/394 Issuers have approved plans. Only 339 of these Issuers have submitted onboarding forms. All percentages are presented in terms of these issuers (339)	Walt Dill, Ari Knausenberger, Dan Miller
All EDI onboarding complete? EDI Onboarding Completion Status	317	94% (317/339)	*#s in terms of HIOS Issuer IDS; 393/394 Issuers have approved plans. Only 339 of these Issuers have submitted onboarding forms. All percentages are presented in terms of these issuers (339)	Pradeep Jain, Ari Knausenberger
All Trading Partner agreements signed?				Walt Dill, Michael Cabral
All Issuer agreements signed?		Signed agreements from every certified Issuer	Following up on minor issues with a handful. Aiming for Monday, 9/30 for counter-signature	Beth Paris, CCIIO



Agent/Broker Checklist

Item	Status (Yes/No)	Notes	Responsible
Agent/Broker Agreements Signed?	Yes (process is ongoing)	As of 9/17/13, 30,621 agents/brokers had completed MLN training (meaning that they have signed an agreement).	Bing Chao, Pete Nakahata
Agents/Brokers registered in NotResp	Yes (process is ongoing)	As of 9/18/13, 5,911 agents/brokers had completed NotResp	Bing Chao, Pete Nakahata
Agents/Brokers on boarded to web services API?	Yes (process is ongoing)	As of 9/17/13, there are 28 executed web-broker agreements, with 19 entities having started the onboarding process.	Bing Chao, Pete Nakahata

State Checklist

	State	Connectivity			EFT Setup?	Outbound EFT (Push to Partner/Pull from CMS)	EDI Setup?	Responsible
		w/3rd Party Cert	Network	Application				
SBM	California (CA)	Yes	Yes	Yes	Open		Open	Walt Dill, Michael Torppey, Chris Kao
	Colorado (CO) C4HCO	Yes	Yes	Yes	Yes		Yes	Walt Dill, Michael Torppey, Chris Kao
	Colorado (CO) HCPF	Yes			Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Connecticut (CT)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao



	State	Connectivity			EFT Setup?	Outbound EFT (Push to Partner/Pull from CMS)	EDI Setup?	Responsible
	District of Columbia (DC)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Hawaii (HI)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Kentucky (KY)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Maryland (MD)	Yes			Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Massachusetts (MA)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Minnesota (MN)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Nevada (NV)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	New York (NY)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Oregon (OR)	Yes			Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Rhode Island (RI)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Vermont (VT)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
	Washington (WA)	Yes	Yes	Yes	Yes	Pull	Yes	Walt Dill, Michael Torppey, Chris Kao
SPM	Arkansas (AR)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Delaware (DE)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Idaho (ID)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Illinois (IL)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao



	State	Connectivity			EFT Setup?	Outbound EFT (Push to Partner/Pull from CMS)	EDI Setup?	Responsible
	Iowa (IA)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Kansas (KS)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Maine (ME)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Michigan (MI)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Montana (MT)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Nebraska (NE)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	New Hampshire (NH)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	New Mexico (NM)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Ohio (OH)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	South Dakota (SD)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Utah (UT)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Virginia (VA)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	West Virginia (WV)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
FFM	Alabama (AL)	Yes			N/A	Pull	N/A	Walt Dill, Michael Torppey, Chris Kao
	Alaska (AK)				N/A	Pull	N/A	Walt Dill, Michael Torppey, Chris Kao
	Arizona (AZ)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao



	State	Connectivity			EFT Setup?	Outbound EFT (Push to Partner/Pull from CMS)	EDI Setup?	Responsible
	Florida (FL)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Georgia (GA)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Indiana (IN)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Louisiana (LA)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Mississippi (MS)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Missouri (MO)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	New Jersey (NJ)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	North Carolina (NC)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	North Dakota (ND)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Oklahoma (OK)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Pennsylvania (PA)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	South Carolina (SC)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Tennessee (TN)	Yes			N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Texas (TX)	Yes	Yes	Yes	N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Wisconsin (WI)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao
	Wyoming (WY)				N/A		N/A	Walt Dill, Michael Torppey, Chris Kao



Federal Checklist

Item	Status (Yes/No)	Notes	Responsible
Connectivity established to IRS production environment?		Requires receipt of the IRS Safeguard Approval Letter prior to connection	Walt Dill / Tom Schwankweiler / Richard Speights
Connectivity established to SSA production environment?			Walt Dill / Richard Speights
Connectivity established to DHS production environment?			Walt Dill / Richard Speights
Connectivity established to VA production environment?			Walt Dill / Richard Speights
Connectivity established to DoD - TRICARE production environment?			Walt Dill / Richard Speights
Connectivity established to Peace Corps production environment?			Walt Dill / Richard Speights
Connectivity established to OPM production environment?			Walt Dill / Richard Speights



Operations Checklist

Confirm escalation path

Scenario	Tier 1	Tier 2	Tier 3	Each Tier in Place?
Consumer has a general problem or question	OC Call Center -- > OC Help Desk	XOSC Help Desk	Depending on issue: <ul style="list-style-type: none"> Development contractors <ul style="list-style-type: none"> CGI: FFM QSSI: Hub IDL: MIDAS Technology vendors <ul style="list-style-type: none"> Verizon Terremark Software vendor 	Yes
Consumer needs assistance with eligibility issue	OC Call Center	Eligibility Support Worker	Depending on issue: <ul style="list-style-type: none"> CMS Staff Development contractors <ul style="list-style-type: none"> CGI: FFM QSSI: Hub 	Yes
Issuer or Federal Agency calls with a problem or question	XOSC Help Desk	E& E FM LMI QSSI CCIIO	Depending on issue: <ul style="list-style-type: none"> CMS Staff Development contractors (CGI, QSSI) Policy (CCIIO, LMI) 	Yes
State calls with a problem or question	XOSC Help Desk	QSSI Regional Technical Support (RTS)	Depending on issue: <ul style="list-style-type: none"> Development contractors <ul style="list-style-type: none"> CGI: FFM QSSI: Hub IDL: MIDAS 	Yes
Agent/Broker calls with a problem or question	Password Reset (XOSC)	No other help desk support	Depending on issue: <ul style="list-style-type: none"> CMS Staff Development contractors (CGI, QSSI) Policy (CCIIO, LMI) 	Tier 2 (Gap identified) email is being providing if regarding NLN/MMLN issues



Scenario	Tier 1	Tier 2	Tier 3	Each Tier in Place?
XOC monitoring detects a systems issue (capacity, performance, etc.)	XOC Operations Staff	Depending on issue: <ul style="list-style-type: none"> Development contractors <ul style="list-style-type: none"> CGI: FFM QSSI: Hub IDL: MIDAS Technology vendors <ul style="list-style-type: none"> Verizon Terremark Software vendor 	Depending on issue: <ul style="list-style-type: none"> Development contractors <ul style="list-style-type: none"> CGI: FFM QSSI: Hub IDL: MIDAS Technology vendors <ul style="list-style-type: none"> Verizon Terremark Software vendor 	Yes

Help Desk and Support Operations Readiness

Help Desk	Scripts documented and reviewed with staff? (Yes/No)	FTE Capacity Appropriate? (normal and surge capacity) (Yes/No)	SLA Established? (Yes/No)	Informed of known problems in 10/1 releases?	Hours of Operation	Identify underlying documents	Notes
XOSC Help Desk	No	Yes	Yes	No	6:00 AM - 9:00 PM EST M-F (On call after hours) 24/7 after 10/1/2013	CIISG <input type="text" value="NotResp"/> User Guide	Scripts being reviewed/SOPs done
<input type="text" value="NotResp"/> Help Desk	No	Yes	Yes	No	6:00 AM - 9:00 PM EST M-F	CIISG <input type="text" value="NotResp"/> User Guide	Scripts being reviewed
Experian Help Desk	No	Yes	Yes	No	6:00 AM - 9:00 PM EST M-F	CIISG <input type="text" value="NotResp"/> User Guide	Scripts being reviewed
CMS IT Service Help Desk	No	Yes	Yes	No	24/7	CIISG <input type="text" value="NotResp"/> User Guide	Scripts being reviewed
CGI Tier 3 Support (FFM)	No	Yes	Yes	No	6:00 AM -	CIISG <input type="text" value="NotResp"/>	Scripts being



Help Desk	Scripts documented and reviewed with staff? (Yes/No)	FTE Capacity Appropriate? (normal and surge capacity) (Yes/No)	SLA Established? (Yes/No)	Informed of known problems in 10/1 releases?	Hours of Operation	Identify underlying documents	Notes
					9:00 PM EST	User Guide	reviewed
QSSI Tier 3 Support (Hub)	No	Yes	Yes	No	M-F (On call after hours)	CIISG: NotResp User Guide	Scripts being reviewed
CACI Tier 3 Support (MIDAS)	No	Yes	Yes	No	24/7 after 10/1/2013	CIISG: NotResp User Guide	Scripts being reviewed
OC Consumer Help Desk	Yes	Yes	Yes	No	6:00 AM - 9:00 PM EST	CIISG: NotResp User Guide	

Points of Contact

Area	Clear CMS Points of Contact Identified? (Yes/No)	If appropriate, clear external Points of Contact identified? (Yes/No)
Issuers	Yes	Yes, listserv
Agents/Brokers	Yes	No
State Based Marketplaces	Yes	Yes, listserv
State Medicaid/CHIP Agencies	To be identified through CMCS	Yes, listserv
Federal Agencies	Yes	Yes, listserv
Trusted Data Sources (OPM, PeaceCorps, etc...)	Yes	Yes, listserv



Triage Team and Tool Checklist

Item	Yes/No	Notes
queues configured properly?	Yes	
reports ready?	Yes	In draft; pending final review; CMS Management profile prepared and ready.
Do all staff have proper access to NotResp	(Gap identified)	Suggest current queues be evaluated for possible recycle.
Is the Triage process ready for Open Enrollment?	Yes	Triage Team worked with Kirk to identify "enterprise" process.
Is the Triage Team staffed properly?	(Gap identified)	Staff and contractors are being assigned and provided tools and instructions.

Monitoring Checklist

Business process monitoring

Business process	Are metrics identified for monitoring (e.g., login success % for consumers)? (Yes/No)	Relevant systems						Has responsibility been assigned for monitoring the metrics? (Yes/No)	Threshold identified for the metrics? (i.e., when is there a problem to communicate? (Yes/No)	Notes
		FFM	Hub	MIDAS	NotRes P	HC.gov	NGS			
Create Account	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	
Application	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	
Eligibility Determination	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	
Plan Compare	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	
Direct Enrollment	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	
Enrollment	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	



System monitoring

System / Service	Metrics established for monitoring the system? (Yes/No)	Responsibility assigned for monitoring metrics? (Yes/No)	Threshold identified for the metrics (i.e., when is there a problem to communicate)? (Yes/No)	Notes
NotResp	Unknown	Unknown	Unknown	
FFM	Unknown	Unknown	Unknown	
DSH	Unknown	Unknown	Unknown	
MIDAS	Yes	Yes	Yes	Owned by NotResp team
Terremark Infrastructure (e.g., CPU utilization)	Yes	Yes	Yes	
Akamai				
Serts/Service	Yes	Yes	Yes	
EFT (Tibco)	Yes	Yes	Yes	
TWS	Yes	Yes	Yes	

Production Control and Monitoring

Item	Yes/No	Notes
Backup configured properly?	Yes	
Backup / restore function tested and validated?	Yes	In place, but not validated over last 30 days
Other relevant jobs scheduled in TWS?	Yes	85% complete
XOC monitoring tools configured?	Yes	
Contractors have procedures and instructions on what to do based on monitoring tool output?	Yes	

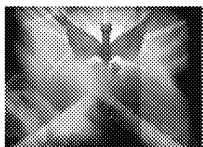
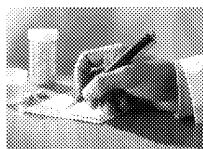
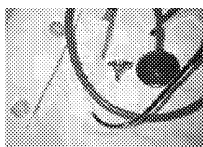


Documentation Checklist

Item	Completed (Y/N)			Notes	Release Mgmt Notes
	FFM	Hub	MIDAS		
O&M Manual Updated	In Progress	Unknown	Y	Targeting draft 09/23 and final 09/30	No draft delivered
Build/Release Notes	Y	Unknown	Y	FFM: Available with each build, final will be provided at conclusion of production cutover	Delivered on 9/16 – will require update to reflect changes since 9/16
Implementation tasks/plan	Y	Unknown	Y	FFM: Combination of task tracker (IQ Suite Task) tasks plus the production cutover checklist (spreadsheet)	Not received
Rollback/Backout plan	Y	Unknown	Y	FFM: Incorporated into the production cutover checklist (e.g., data restore, configuration of connection points)	Not received
Final defect report	Y	Unknown	Y	FFM: Available via incident tracking system, final will be provided at conclusion of production cutover	Not received
Schedule Changes (TWS) documentation	Y	Y	Y		
Run books for XOC deployment staff	N	N	N	Gap identified: XOC CIGD Support team has identified template to use and work with Dev. teams and use current information to populate. NotResp assigned.	

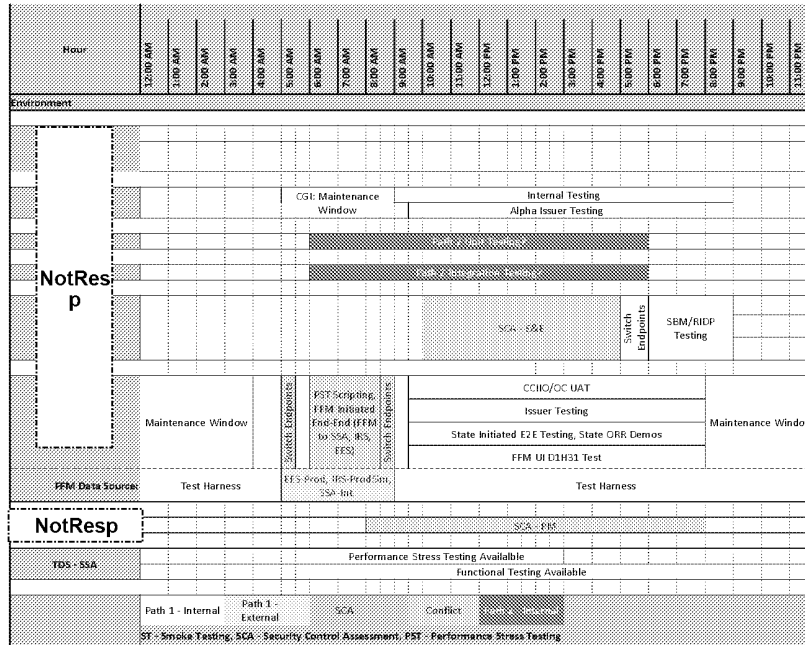


Environment Schedules



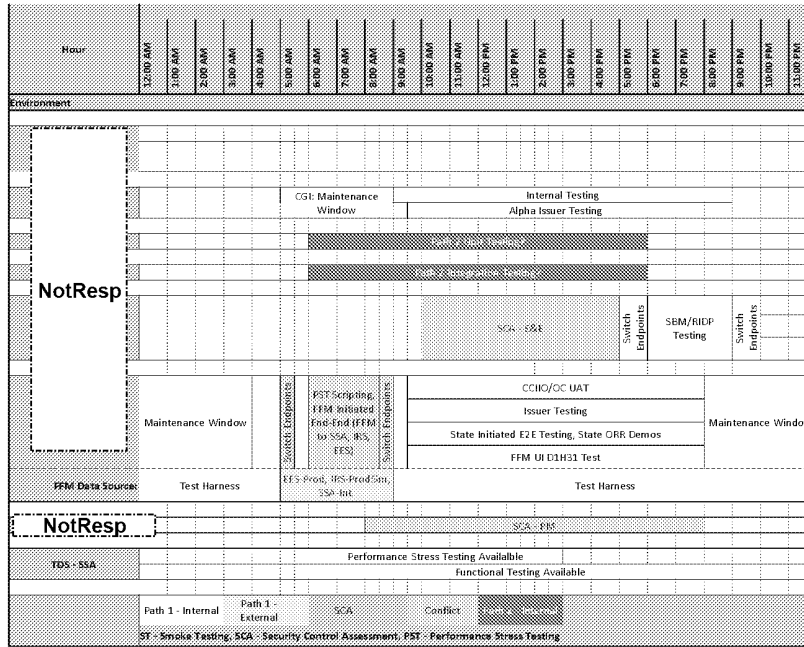
*September 19, 2013
Through
September 24, 2013*

Environment Timeline Activities for September 19, 2013



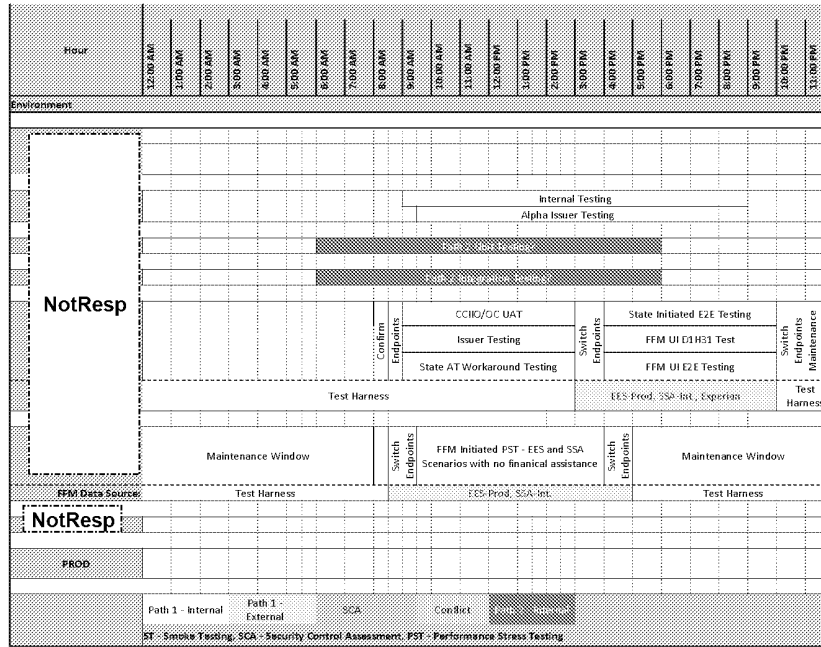
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Environment Timeline Activities for September 20, 2013



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Environment Timeline Activities for September 23, 2013



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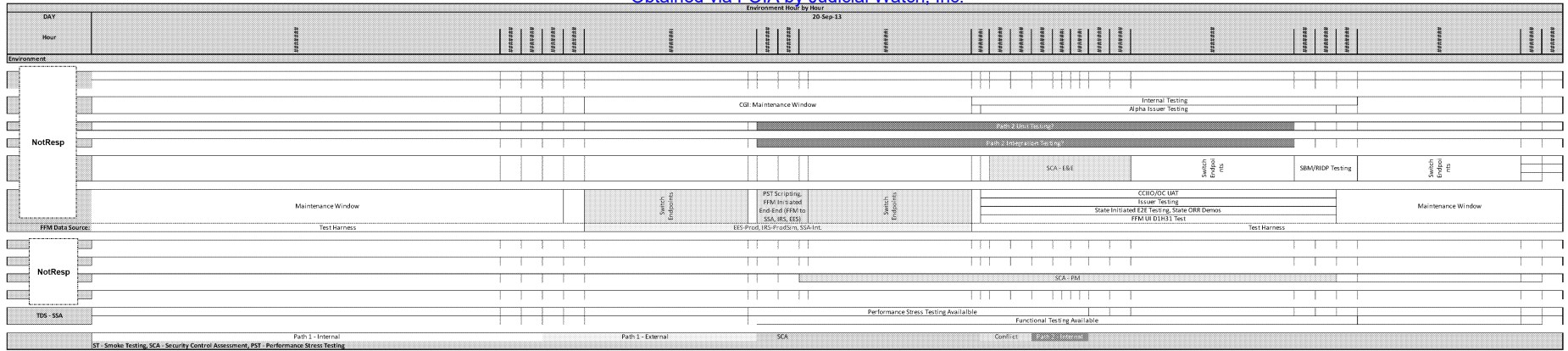


HHS-0026125
CMS0011859

Obtained via FOIA by Judicial Watch, Inc.

DAY		Environment Hour by Hour																							
Hour		19-Sep-13																							
Environment		#####	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM	8:00 AM	9:00 AM	#####	#####	#####	#####	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM	9:00 PM	#####
NotResp																									
FFM Data Source:		Test Harness																							
NotResp																									
TDS - SSA																									

Obtained via FOIA by Judicial Watch, Inc.



2/18/2014

Obtained via FOIA by Judicial Watch, Inc.

Environment Hour by Hour		22-Sep-13																							
DAY	Hour																								
Environment																									
NotResp																									
FFM Data Source:																									
NotResp																									
ST - Smoke Testing, SCA - Security Control Assessment, PST - Performance Stress Testing																									

Obtained via FOIA by Judicial Watch, Inc.

DAY		Environment Hour by Hour																							
Hour		23-Sep-13																							
Environment		#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
NotResp																									
FFM Data Source:		Test Harness																							
NotResp																									
PROD																									
		Path 1 - Internal Path 1 - External SCA Conflict Path 2 - Internal																							
		ST - Smoke Testing, SCA - Security Control Assessment, PST - Performance Stress Testing																							